



CONCERTED SERVICES, INC.

A faded, light-colored photograph of a family of four (two adults and two children) standing on a beach, holding hands and looking out at the ocean. The scene is captured from behind, with long shadows cast on the sand. The background shows a calm sea and a bright sky.

## 2011 Annual Report

*Investing in lives,  
transforming communities*

# Concerted Services, Incorporated



## **Concerted Services, Inc.**

**P.O. Box 1550  
111 Medical Arts Drive  
Reidsville, Georgia 30453**

**(912) 557-6687  
(912) 557-3004 FAX**

## **Concerted Services, Inc.**

**P.O. Box 1965  
2100 Riverside Avenue  
Waycross, Georgia 31502**

**(912) 285-6083  
(912) 285-6288 FAX**

**[www.concertedservices.org](http://www.concertedservices.org)**

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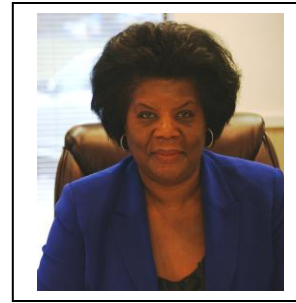
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## **Concerted Services, Inc.**

**“Investing in Lives, Transforming Communities”**



## **Greetings From...**



**Rev. James Joyce  
Chairman of the Board**

**Ophelia K. Gaines  
Executive Director**

Friends and supporters of CSI,

We are honored to share this annual report with you. The information presented in this report demonstrates the scope of community services we have provided in 2011 and our commitment to our stakeholders throughout this eighteen county service area. As you look through the pages of this annual report, I hope it is easy to see our efforts as we continue to make a positive impact on our communities.

We recognize the trust you have placed in us as a social service agency, and we pledge to continue the legacy of providing services to our most vulnerable populations in our communities. This legacy began forty-five years ago and we pledge to be faithful to this great legacy. As a community action agency created in 1964, we hold strong to the passion that ignited this movement under President Johnson's administration.

Concerted Services provides essential social services that benefit our communities and we will continue to expand and improve our services for the benefit of the stakeholders we have been charged to serve. Our mission and vision is a testimony to our passion for this work. Our pledge to you is to continue the work.

## **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.

# Concerted Services, Inc. Agency Background

Concerted Services, Inc. (CSI) is a private non-profit organization originally established under the Economic Opportunity Act of 1964 to fight America's War on Poverty. CSI is one of approximately 1,000 such agencies across the nation known as a Community Action Agency (CAA). CAAs serve 96% of our nation's cities and counties.

CAAs are a primary source of support for the more than 38 million Americans who live in poverty. Through their innovative programs, CAAs are able to help thousands of people achieve self-sufficiency each year. Community Action Agencies are governed by a uniquely structured Board of Directors where members come from three diverse segments of each community: 1/3 low-income target sector; 1/3 private sector; and 1/3 public sector.

CSI started doing business under the umbrella of the Slash Pine Area Planning and Development Commission in 1965 but was incorporated October 7, 1968 as a private non-profit charitable organization. It changed its name July 25, 1984 from the Slash Pine Community Action Agency, Inc. to Concerted Services, Inc.

CSI operates certain programs in 28 (18%) of the 159 Georgia counties. In addition to expansion of counties from 8 to 28, this agency has expanded from a budget of \$300,000 in 1965 to approximately \$24,082,000 in 2011 and from 75 employees in 1965 to over 400 in 2011.

## **MISSION STATEMENT**

*Concerted Services, Inc.'s mission is to empower people to become self-sufficient by instilling hope through advocacy, partnerships, and services that promote economic and family stability.*

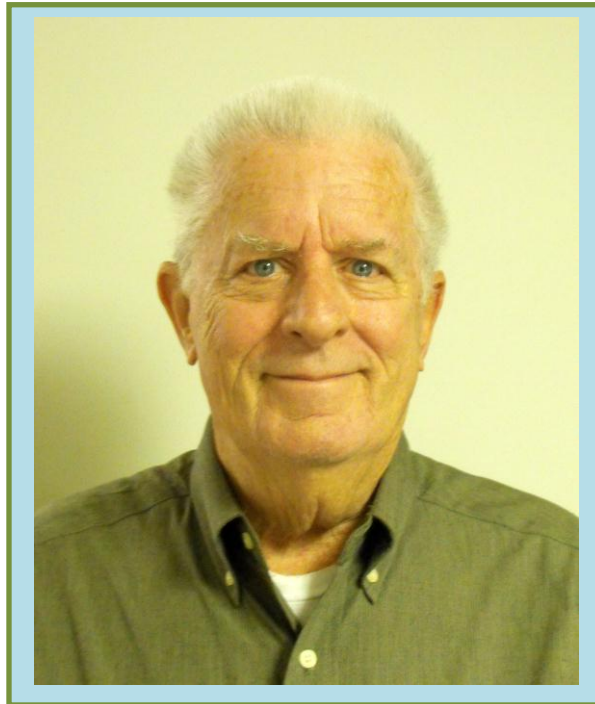
## **VISION STATEMENT**

*Concerted Services, Inc. will become southeast Georgia's leader in helping people achieve self-sufficiency.*

# **Concerted Services, Inc. Community Action 2011 Award of Excellence**

The Concerted Services, Inc. Community Action Award of Excellence is given annually to an individual who has consistently demonstrated a willingness to help advance the vision and mission of Concerted Services, Inc. The award is in recognition of the recipient's significant contribution in one or more of the communities we serve on behalf of our clients and stakeholders. By their dedication, advocacy, support, and service to Concerted Services, Inc., the recipient embodies the promise and spirit of Community Action.

Concerted Services, Inc. is proud to honor Mr. Wayne Crawford as the 2011 award recipient.



**MR. WAYNE CRAWFORD**  
**Vice-Chairman**  
**Concerted Services, Inc. Executive Board**

# Concerted Services, Inc. Board of Directors

**Rev. James Joyce, Board Chairman**  
**Wayne Crawford, Vice Chairman**  
**Waymon Moody, Treasurer**  
**Gloria Paulk, Secretary**



**Rose Bailey**  
**Charlton Co.**  
**Target Sector**



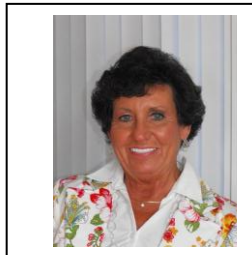
**Conner Berry**  
**Bulloch Co.**  
**Private Sector**



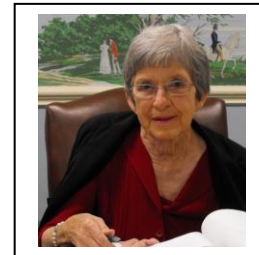
**Leonard Burse, Jr.**  
**Ware County**  
**Public Sector**



**Wayne Crawford**  
**Brantley County**  
**Target Sector**



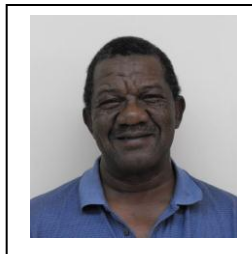
**Ethelyn S. Creech**  
**Jeff Davis County**  
**Private Sector**



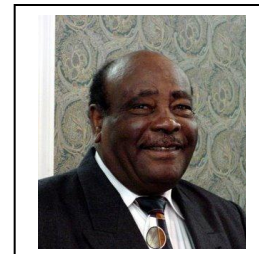
**Wanda Edwards**  
**Effingham Co.**  
**Target Sector**



**Lee A. Hagans**  
**Bacon County**  
**Public Sector**



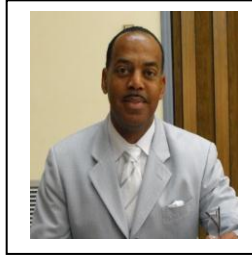
**Dr. Esco Hall, Jr.**  
**Appling County**  
**Target Sector**



**Rev. James Joyce**  
**Toombs County**  
**Target Sector**



**Jeff Kight**  
**Coffee County**  
**Public Sector**



**Rev. William Miller**  
**Long County**  
**Private Sector**



**Waymon Moody**  
**Evans County**  
**Private Sector**



**J.R. Morgan, Jr.**  
**Candler County**  
**Public Sector**



**Carlos Nelson**  
**Ware County**  
**Target Sector**



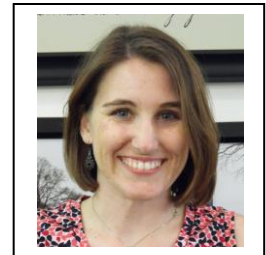
**Gloria Paulk**  
**Coffee County**  
**Target Sector**



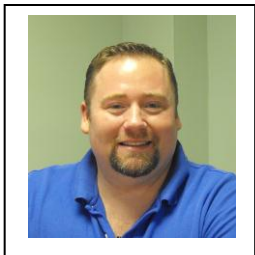
**J. Daniel Shuman**  
**Tattnall County**  
**Public Sector**



**Anthony D. Simmons**  
**Bulloch County**  
**Target Sector**



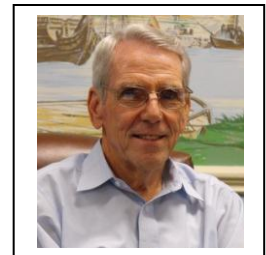
**Jennifer Smith**  
**Clinch County**  
**Public Sector**



**Shad Sirmans**  
**Atkinson County**  
**Private Sector**



**James A. Thomas, Sr.**  
**Wayne County**  
**Public Sector**



**Rev. Andy Velie**  
**Pierce County**  
**Public Sector**

# Concerted Services, Inc.

## Administrative Offices

### Reidsville Office



111 Medical Arts Drive  
P.O. Box 1550  
Reidsville, GA 30453  
(912) 557-6687

### Waycross Office



2100 Riverside Avenue  
P.O. Box 1965  
Waycross, GA 31501  
(912) 285-6083

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## Administrative Staff



**Bryan Singleton**  
Human Resources  
Director



**Jack Parker**  
Fiscal/Compliance  
Director



**Linda B. Steedley**  
Administrative Services  
Director

## Thanks to the supporters of our 2011 Financial Partnership Campaign!

WRBX – Alison Register (Tattnall County)  
Handy Andy Home Warehouse (Toombs County)  
Southeastern Bank – Kathy Holt (Charlton County)  
Clean By Lucy, Inc. – Lucy Brown (Candler County)  
Heritage Bank of the South (Tattnall County)  
Parts & Services Unlimited (Tattnall County)  
David Ball (Bulloch County)  
Pierce Timber Company (Pierce County)  
United Egg Market (Pierce County)  
Pearson-Dial Funeral Home (Pierce County)  
J. P. Barnard & Company (Pierce County)  
Thoms Transport (Pierce County)  
Community Bank of GA (Appling County)  
The Claxton Bank (Evans County)  
Day/Crowley – Scott Crowley (Ware County)  
Clausell & Associates (Ware County)  
Rose Bailey (Charlton County)  
Benefield Body Shop (Charlton County)  
Courage Works – Ken Jacobsen (Ware County)  
Cady Bag Company (Atkinson County)  
Dabbs, Hickman, Hill & Cannon (Bulloch County)  
Southern Davis Office Supply (Toombs County)  
Guy Branch (Toombs County)  
Freedom Trailers (Atkinson County)  
Ethelyn Creech (Jeff Davis County)  
J. Daniel Shuman (Tattnall County)  
Rev. James Joyce (Toombs County)  
Parker Brothers (Appling County)  
Dr. Esco Hall, Jr. (Appling County)  
J. Smith Lanier and Company (Ware County)  
Blitz Connect (Toombs County)  
Okefenokee Rural Electric Membership Corporation  
(Brantley, Charlton, Ware, and Wayne Counties)

**GRAND TOTAL: \$43,736.33**

# Community Services Department

**Diane Rogers, Department Head**



The Community Services Department operates programs through eighteen County Service Centers. Services include energy assistance, emergency assistance, food assistance, case management, and information and referral services.

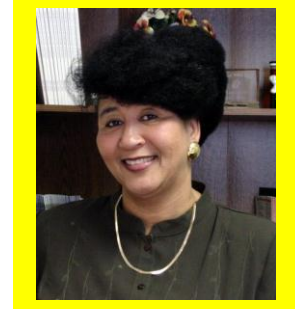
## Results That Matter....

- 12,494 households received utility assistance.
- 292 individuals received employment support services.
- 566 households received food pantry services.
- 831 Weatherization applications completed.
- \$4,287,270 paid directly to vendors on clients' behalf for utilities, rent/mortgage, and food.
- 29,302 emergency assistance referrals made.



# Educational Talent Search Program

**Carolyn C. Blackshear, Director**



The Educational Talent Search Program is a federally funded outreach and early intervention program by the U.S. Department of Education that serves 1,050 participants annually in middle and high schools in the Reidsville and Waycross areas. No fees are charged to individual students or families for services rendered. The purpose of the program is to motivate and encourage low-income, first generation students to pursue and complete a post-secondary education. One of the most important things ETS does is to provide information and assistance to students in completion of college admissions and financial aid applications. The following information below depicts the program's annual performance or "Results that Matter" for the 2010/2011 fiscal year.

## Results That Matter....

- The program will enroll and serve 1,050 eligible program participants annually. 66% must be low-income and first generation students.  
**Outcome: The program served 1,051 and 84% were low income and first generation students.**
- 85% of non-seniors secondary school participants served during each budget period will be promoted to the next grade level at the end of each academic school year.  
**Outcome: 98% of all non-seniors were actually promoted.**
- 85% of high school seniors in the program will graduate from secondary school or receive a certificate of high school equivalency during each budget period.  
**Outcome: 99% of all seniors enrolled did receive a high school diploma on time.**
- 90% of "college ready" project participants will apply for financial aid during each budget period.  
**Outcome: 96% of all seniors, graduates, GED's, and post-secondary dropouts completed their Financial Aid Applications.**
- 90% of all "college ready" project participants will apply for postsecondary school admissions during each budget period (or during the next fall term.) **Outcome: 99.9% of all seniors, graduates, and post-secondary dropouts completed College Admissions Applications.**

# EDUCATIONAL TALENT SEARCH PROGRAM



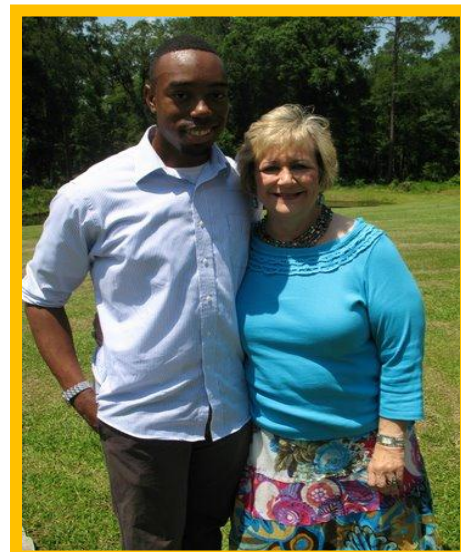
**Claxton Middle School Educational Talent Search 8<sup>th</sup> grade participants and their ETS counselor, Mrs. Mordena Richardson.**



**ETS student, Brook Martin, a junior at Charlton County High School, studied abroad for one week during March 2011 in the Dominican Republic. Mrs. Juan Johnson is her ETS Counselor.**

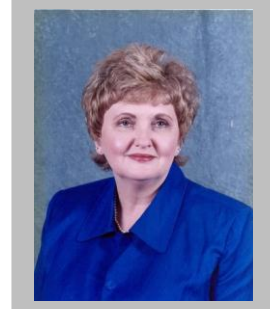


**Tattnall Co. Middle School ETS students on a field trip to Mighty Eighth Air Force Museum in Pooler, Georgia. Mrs. Nita Bell Baker is their ETS Counselor.**



**ETS participant, Tommy Vance, who recently graduated from the University of West Georgia, with Ms. Patti White, his ETS Counselor.**

# Elderly Services Program



## Lucille Husbands, Director

The Community Care Services Program (CCSP) is designed to assist eligible individuals in continuing to live in the community by providing cost effective community and home based services as an alternative to a long term care facility. Concerted Services, Inc. provides the assessment, care management, and brokering of health care services which match the needs of the individual. CCSP is funded by the Georgia Department of Human Resources, Division of Aging Services through the Heart of Georgia Altamaha Area Agency on Aging. The Georgia Department of Medical Assistance funds the individual cost of the services the client receives and pays the various providers directly for the services they provide. Concerted Services, Inc. provides client assessment and care management services. The program is offered in the following counties: Appling, Bleckley, Candler, Dodge, Emmanuel, Evans, Jeff Davis, Johnson, Laurens, Montgomery, Tattall, Telfair, Toombs, Treutlen, Wayne, Wheeler, and Wilcox. Cost-effective services that assist senior citizens to remain active and independent include the Nutrition Program for the Elderly (congregate and home delivered meals).

### Results That Matter....

- 963 senior citizens/disabled individuals in our service delivery area maintained independent living by receiving cost effective community and home based services as an alternative to a long term care facility. The average cost was \$1,833.94 per client as opposed to long term care placement at approximately \$42,121 per client annually. The program potentially saves the government \$38,796,438.78 per year.

➤ Number of Clients Under 60 years of age	179	19%
Number of Clients 60 -69 years of age	185	19%
Number of Clients 70 -74 years of age	97	10%
Number of Clients 75 - 79 years of age	120	12%
Number of Clients 80 – 84 years of age	111	12%
Number of Clients 85 – 89 years of age	132	14%
Number of Clients 90 – 94 years of age	96	10%
Number of Clients 95 – 99 years of age	32	03%
Number of Clients 100+	9	01%
<b>Average Age of Client</b>	<b>75 years old</b>	



- 1,536 clients received non-Medicaid Case Management services
- 198,434 nutritious Congregate and Home Delivered Meals were served to senior citizens in Appling, Candler, Evans, Jeff Davis, Tattall, Toombs, and Wayne Counties.
- 46,805 nutritious Congregate and Home Delivered Meals were delivered to senior citizens in Bulloch County.

# Head Start Program

**Bonnie Gaskins, Director**



Early childhood education programs such as Head Start, Early Head Start, and Pre-K, provide opportunities for children to become ready for school. Head Start and Early Head Start, in addition to providing high quality early childhood education for children, works with the whole family to compensate for the negative effects of poverty, empowering parents and supporting the family efforts to become self-sufficient.

## Results That Matter....

- 1,250 children (ages 0-5) participated in preschool activities that develop school readiness skills
- 1,232 children obtained complete immunizations
- 1,195 children obtained medical services
- 1,041 children obtained appropriate dental care
- 1,351,810 nutritious meals were served to children
- 1,200 children completed developmental screenings
- 1,100 families demonstrated improved family functioning as a result of counseling, classes and/or other supportive services
- 916 families received WIC services
- 552 fathers participated in program activities

**Shirley Ansel, Head Start  
Policy Council Chairperson**



# Weatherization Program

**C. Serge Strickland, Director**



Weatherization assists low-income homeowners and renters in making their residences energy efficient and lowering the expense of utility bills, thereby reducing state and national consumption of energy.

## Results That Matter....

- 519 homes weatherized.
- Environmental safe heat added to each new home.
- Energy audit performed on each house.
- Energy Star products installed in each home.
- Water consumption reduced in each home.
- Energy cost reduction in each home.
- Health and Safety measures performed on each home.



# Financial Report

(Unaudited Budget Funding Analysis)

For Program Year November 1, 2010 – October 31, 2011

## Head Start Services:

Head Start	\$7,600,000	
Early Head Start Expansion	\$1,400,000	
CACFP	\$ 600,000	
Pre-K	\$ 225,000	
Grand, net	<u>\$ 25,000</u>	
<b>Department Total</b>		<b>\$ 9,850,000</b>

## Weatherization Services:

### Altamaha Area (Reidsville):

ARRA (Stimulus)	\$1,561,000	
Department of Energy	\$ 111,000	
HHS	\$ 80,000	
Georgia Power	\$ 58,000	
Atlanta Gas & Light	\$ 5,000	

### Southeast Area (Waycross):

ARRA (Stimulus)	\$1,300,000	
Department of Energy	\$ 142,000	
HHS	\$ 90,000	
Georgia Power	\$ 84,000	
Atlanta Gas & Light	<u>\$ 5,000</u>	
<b>Department Total</b>		<b>\$ 3,436,000</b>

## Community Services:

Energy Assistance	\$4,572,000	
Community Services Block Grant	\$1,071,000	
Emergency Food and Shelter	<u>\$ 28,000</u>	
<b>Department Total</b>		<b>\$ 5,671,000</b>

**Financial Report - Continued**  
(Unaudited Budget Funding Analysis)  
For Program Year November 1, 2010 to October 31, 2011

**Elderly Services:**

Community Care Services	\$1,500,000	
Nutrition Program for the Elderly	<u>\$ 990,000</u>	
<b>Department Totals</b>		<b>\$ 2,490,000</b>

<b>Educational Talent Search</b>		<b>\$ 435,000</b>
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<b>In-kind matching funds</b>		<b><u>\$ 2,200,000</u></b>
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<b>GRAND TOTAL</b>		<b><u>\$24,082,000</u></b>
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