

Concerted Services, Incorporated



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2100 Riverside Avenue
Waycross, Georgia 31502**

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(912) 285-6288 FAX**

www.concertedservices.org

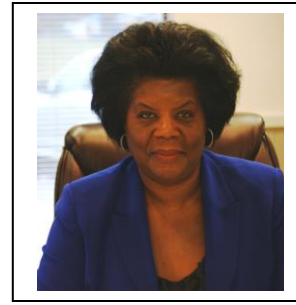
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Concerted Services, Inc.
“A Part of Your Community
at the Heart of Your Community”



Greetings From...



Rev. James Joyce
Chairman of the Board

Ophelia K. Gaines
Executive Director

Greetings! It is a pleasure to welcome you to our agency's 44th Annual Meeting of the Board of Directors.

Again this year we continue with the theme of "Lighting the Way to Self-Sufficiency, because our focus has not changed. Our mission "to empower people to become self-sufficient by instilling hope through advocacy, partnerships, and services that promote economic and family stability" is consistent with the work we are currently engaged in as well as our future goals.

Concerted Services' staff at all levels is striving for excellence. There is a growing passion for the work and a commitment to the people that we serve at all levels of agency operations. The culture of the agency is changing under the outstanding leadership of the executive director and the executive management staff, our dedicated Board of Directors, and our Head Start Policy Council. The opportunity to provide programs and services that offer hope and opportunity to those who need a hand up is an awesome task. We take that responsibility seriously, and are grateful for the opportunity to serve.

Throughout this annual report you will read of the new or additional Concerted Services programs and services, funded with Stimulus dollars (ARRA). Those additional dollars brought unprecedented opportunity but also unparalleled responsibility and accountability. Those funds have had a tremendous impact on our agency. There were increases in the Weatherization program as well as in the, Community Services, Head Start, and Elderly Services programs. These additional ARRA funds provided a spring board for the agency to expand our services to additional citizens in the eighteen county service areas that might not have been served had we not received these funds.

As you will see, we have continued to operate our traditional programs, such as Educational Talent Search. These programs have operated well over twenty years, and have accomplished their goals, and objectives as outlined in the contracts. Also included in the report are some success stories and the "Results That Matter" piece should be of some interest to you.

Our goals are to improve our services, to design and provide services that address concerns identified in the agency's community needs assessment, examine what we are doing and how we can do it better, hold staff accountable, to improve board governance, and continue to be good stewards of the taxpayers' money. Thank you all for being part of this journey. Thank you for helping us so that we may help others and God bless you!

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 \$33,417,314 in 2010 and from 75 employees in 1965 to over 400 in 2010.

CONCERTED SERVICES, INC.

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.

Board of Directors

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



Rose Bailey
Charlton Co.
Target Sector



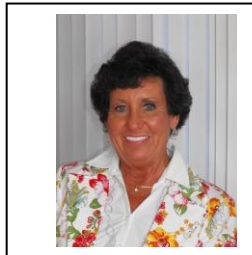
David Ball
Bulloch Co.
Private Sector



Leonard Burse, Jr.
Ware County
Public Sector



Wayne Crawford
Brantley County
Target Sector



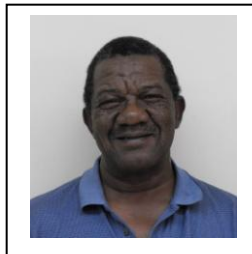
Ethelyn S. Creech
Jeff Davis County
Private Sector



Wanda Edwards
Effingham Co.
Target Sector



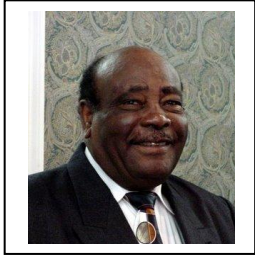
Lee A. Hagans
Bacon County
Public Sector



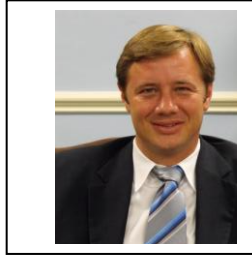
Dr. Esco Hall, Jr.
Appling County
Target Sector



Sherman E. Hall
Atkinson County
Private 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



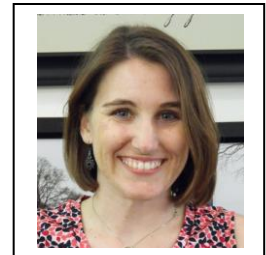
Gloria Paulk
Coffee County
Target Sector



J. Daniel Shuman
Tattnall County
Public Sector



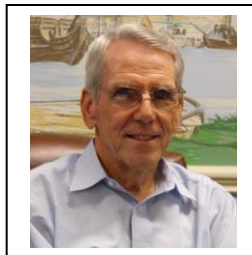
Anthony D. Simmons
Bulloch County
Target Sector



Jennifer Smith
Clinch County
Public Sector



James A. Thomas, Sr.
Wayne County
Public Sector



Rev. Andy Velie
Pierce County
Public Sector



Judge Jeff Thomas
Head Start
Policy Council Rep.

Concerted Services, Inc.

Waycross Office

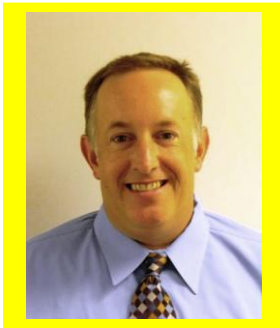


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Waycross, GA 31501
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Reidsville Office



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



Bryan Singleton
Human Resources
Director



Jack Parker
Fiscal/Compliance
Director



Linda B. Steedley
Administrative Services
Director

Thanks to our Community Supporters!

Adolphas Johnson
 Al Gaines
 Alex Johnson
 Ann Russell
 Barbara Green
 Beasley Forest Products
 Betty Livingston
 Betty Thornton
 Bob Gyal
 Bob Webster
 Bobbie Jordan
 Bobby/Erselyn Simmons
 Bobby Roberson
 Bonnie Hulette
 Brenda Reynolds
 C. Paul Eason
 Carlos Nelson
 Carol McClements
 Caroline Mattingly
 Cassandra Carter
 Cathy Barlow
 Charlie Harrell
 Cherae Stanfield
 Claudia Metts
 D. L. Lee and Sons
 Dale Atkins
 Daniel Ross
 Daniel Shuman
 Danielle McCranie
 Dennis Cain
 Deon Carter
 Diana Higgs
 Diane Floyd
 Donna Altman
 Dorothy Clark
 Dr. Andrew Jackson
 Dr. Esco Hall
 Dusty James
 Dylan and Roxie Walsh
 Jimmie Burke
 Eddie Anderson
 Ellene Henry

Ethelyn Creech
 Fred Husbands
 Geno Burkett
 Gloria Paulk
 Gussie Williams
 H. K. Farm, LLC
 Handy Kennedy
 Herman Sellers
 Hulsey, Tootle and
 Harrison, LLP
 IMTEC
 J. P. Harrison
 J. R. Morgan, Jr.
 Jackie Burkett
 Jackie Trim
 Jarrell Litman
 Jarvis White
 Jay McPherson
 Jean Lott
 Jeannette Wilkinson
 Jeff Baxley
 Jeff Kight
 Jerome Bacon
 Jerry Burden
 Jerry Davis
 Jerry McDaniel
 Jesse Smith
 Jimmy Braddy
 John & Dorothy Tillman
 John Brewer, III
 Johnny Kight
 Joyce Simmons
 Judge Darin McCoy
 Judge Dwayne Gillis
 Kady Hendrix
 Karen Glenn
 Kathy Waller
 Kellie Boyette
 Ken Smith
 Kenya Burkett
 Kim Lynn
 Kim Strickland

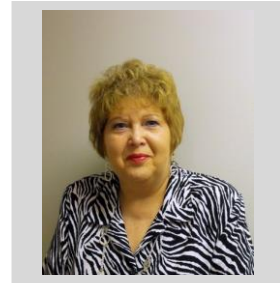
L. C. Taylor
 Laura Waters
 Lewis Parker
 Lisa Spires
 Lutz Brown, Peagler,
 and Manley, Inc.
 Mamie Baldon
 Marcus Trowell
 Marilyn Lanier
 Marlo Ross
 Marsha Colson
 Mary L. Jones
 Mary Morgan
 Mayor Luther Royal
 Mia Wooten
 Mickey Bass
 Mike Boatright
 Mourice Collins
 Murriel Jackson
 Myra Lewis
 Nell Harper
 Pam Collins
 Paul Buchele
 Payne Copeland
 Pearlene McCord
 Quinton Mosley
 Ramona Thomas
 Randy Brown
 Ray Coursey
 Ray Wooten
 Rev. James Joyce
 Rev. William Miller
 Robert Dasher
 Robert Goodman
 Roger Boatright
 Ron Boatright
 Ron Dyal
 Ronald Burkett
 Rose Bailey
 Rosemary Street
 Rosie Hagans
 Ryan Hayes

Sammuell Murphy
 Sammy Creech
 Sammy Gaskins
 Shelba Martin
 Shelby Coleman
 Shelia Lanier
 Sherman Hall
 South GA Cotton Gin
 Steve Harrell
 Steve Land
 Steve Nance
 Steve Rigdon
 Stones Machine Shop
 Sybil Lynn
 Sylvia Barge
 T. Mason
 Tammy/Tommy Purser
 Tattnall Saddle Club
 Terry Johnson
 Tim E. Redding
 Tim Taylor
 Tim Varnadore
 Tommy Snooks
 Tommy Stewart
 Verna Walker
 Vincent Drummer
 Virgil and Betty Carter
 Wanda Edwards
 Waymon Moody
 Wayne Collins
 Wayne Hall
 Wayne Rogers
 Wendell Thomas
 William & Karen Tharpe
 William Leaphart
 Williams Brothers
 Trucking, Inc.
 Woody Folsom
 Young At Heart Senior
 Citizen Club
 Zack Marchant



Child Development Services Department

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....

- 1,230 children (ages 0-5) participated in preschool activities that develop school readiness skills
- 1,229 children obtained complete immunizations
- 1,059 children obtained medical services
- 1,100 children obtained appropriate dental care
- 401,087 nutritious meals were served to children
- 1,099 children completed developmental screenings
- 1,141 families demonstrated improved family functioning as a result of counseling, classes and/or other supportive services
- 898 families received WIC services
- 327 fathers participated in program activities

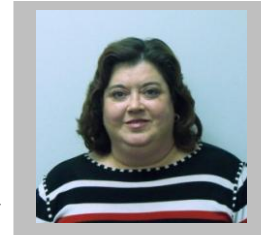


Child Development Services Dept. Pictures



Community Services Department

Diane Rogers, Department Head



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

Results That Matter....

- 14,386 households avoided heat utility termination or fuel crisis through the Low-Income Heating Energy Assistance Program with payments totaling \$5,108,704.
- 462 participants received direct benefits and intensive case management services from the Hand-Up Project, funded by the American Recovery and Reinvestment Act.
 - \$1,102,858 was paid in direct payments to vendors.
 - Seventeen full-time positions were created.
- 822 households received Emergency Food and Shelter Program payments totaling \$192,540.
- 626 Fresh Start applications were completed in partnership with United Way. The program paid up to \$3,500 in housing and utility payments to households at risk of eviction and/or disconnection.
- 12,384 households received USDA Commodities through The Emergency Food Assistance Program.
- 1,122 Weatherization applications were completed.

- 472 households received food assistance through food pantries housed at CSI sites.

Community Services Department Pictures

