Our mission is to strengthen communities and families to eliminate poverty.
In the face of a pandemic, WCA staff continued to strive to provide services, maybe very differently than in the past, to our participants of Westmoreland County. Sometimes daily meetings lead to policy changes, or technology choices. Weekly agency update calls and emails were established to help keep the staff informed of this influx and quickly changing time. Staff who had never worked remotely before were finding, and really creating, ways to meet with consumers, to engage in the community, and to teach virtual classrooms from their home settings. I dare say that some activities and choices, which had probably been unthinkable before a pandemic, suddenly became a necessity.

Added to the tail end of this fiscal year, was WCA’s entrance into the conversation on racial and social justice and equity in Westmoreland County. Work started on the Welcome Everyone Westmoreland project as part of the county comprehensive plan, Reimagining our Westmoreland. We are proud to be a part of the conversation to expand and prioritize diversity and inclusivity in the county.

Mountains were overcome in the 2019-2020 fiscal year, and I thank the WCA staff for rising to this climb. The staff of WCA worked long hours, odd shifts, with variable methods, all while also taking care of themselves, their children and their relatives. There are many more obstacles to overcome, but by standing together, and supporting each other, we can stand longer, can climb higher!

When the calendar flipped over to July 1, 2019, I was starting my first full fiscal year as the CEO of Westmoreland Community Action. Of course, none of us knew what was coming in the second part of this fiscal year. I was preparing for a presentation for the Michigan Community Action conference, learning more about our Neighborhood Partnership Program in New Kensington, assisting with organizing our golf outing and starting to build new relationships. Before the end of 2019, we also had a “can castle” challenge to bring in donated food items for the food pantries across the county, a community farm to table event (including a visit from Santa Claus) and a joyous staff holiday party! All were hopeful for an active 2020 and had started implementing new staff supportive activities.

The news of the novel coronavirus was not sinking in with many of us in the early part of 2020, not seeing what was coming. Instead, we were celebrating, gathering and planning as if it was going to be a normal year. I participated in the Westmoreland Diversity Coalition’s singing competition fundraiser one weekend, and the next, we were planning for moving our office into a semi-closed status. We all know of the hurdles that would come over the next several months. I cannot say that every decision, and every step taken was perfect, but it was always with the intention of keeping staff safe, so that they could in turn provide the best care and support possible to Westmoreland County residents.
### Board of Directors

Gaetano, Barry, Board President  
Gebicki, Janice, Vice President  
Roberts, Terry, Secretary  
Sistek, Scott, Treasurer  
Pagliari, Dan, Solicitor  
Baccari, Lori  
Baughman, Joe  
Bittner, Clyde  
Bittner, Lucille  
Commissioner Cerilli, Gina  
Commissioner Chew, Doug  
Flannigan, Denise  
Guldin, Scott  
Hewitt, Wayne  
Commissioner Kertes, Sean  
Long, Joyce  
Representative Nelson, Eric  
Representative Reese, Mike, dec.  
Van Horn, Frank  
Senator Ward, Kim

### WCA Administration

**Mandy Welty Zalich**  
Chief Executive Officer

**Jeffrey D. Diehl**  
Chief Financial Officer

**Tammy Patterson**  
Vice President, Children & Family Services

**Stacey A. Baer, M.S.**  
Vice President, Behavioral Health Services
Grant Funders

DCED Neighborhood Partnership Program (NPP) Tax Credit Program, DCED Neighborhood Assistance Program (NAP) Tax Credit Program, PA Department of Community and Economic Development (DCED) CSBG funding, Community Foundation of Westmoreland County, First Evangelical Lutheran Church, US Department of Housing and Urban Development (HUD), Greensburg Rotary, PA Department of Drug and Alcohol Programs, United Way of Southwestern PA, Richard King Mellon Foundation, PA Head Start State Collaboration, Standard Charitable Foundation, Westmoreland-Fayette Workforce Investment Board, PA Housing Finance Agency PHARE funding.
COVID-19 Survey Result

Thank you to everyone who completed our survey designed to determine community needs in Westmoreland County related to the COVID-19 pandemic. These results helped shape how we approached funders and created specific services that best addressed these needs during this unique time.

The results are based on the responses from 1,033 people.

Survey responses were gathered and analyzed in April and May 2020.

Do you think you and/or your family will be impacted by the events brought on by the COVID-19 pandemic?

- Yes 81.9%
- No 18.1%

For how long do you think you would need assistance with this/these issue(s)?

- 1 to 3 months 49.7%
- 4 to 6 months 29.9%
- 7 to 12 months 11.7%
- Longer than a year 8.8%

In what ways are you or will you and/or your family be impacted?

- Isolation or loneliness 59%
- Loss of job 35.7%
- Other 25.6%
- Job hours cut 22.5%
- Trouble paying utilities 18.0%
- Making car repairs 12.7%
- Trouble paying mortgage 12.5%
- Making car payment 12.5%
- Have to close our business 11.4%
- Loss of child care 11.3%
- Not enough food 10.5%
- Trouble paying medical bills 8.0%
- Trouble paying rent 7.1%
- Loss of health insurance 5.8%

Examples of other answers include:

- Remote schooling is hard on my kids
- Worried about elderly family members getting sick
- No tests for routine medical care
- Miss seeing family members
- Special needs children not getting services

Age of Respondents

- 18-24 2.3%
- 25-34 13.2%
- 35-44 25.5%
- 45-54 28.7%
- 55-64 22.7%
- 65+ 7.7%
- 65+ 7.7%

If you are not being impacted due to the COVID-19 pandemic, are any of your friends/coworkers/neighbors experiencing problems?

- Yes 70.7%
- No 22.1%
- I don't know 7.2%

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Westmoreland Community Action
Page 05
Westmoreland CA Programs

**HOUSING PROGRAM**

Housing Counseling & Money Management Center (HCMMC)

- **40** Households received homebuyers education & completed workshop

HCMMC provides free housing counseling services to individuals who have housing needs and/or problems that are potentially resolvable through one-on-one and group counseling.

Neighborhood Revitalization

This program acquires distressed housing units or vacant lots that are renovated or razed to make way for the reconstruction of single-family, energy-efficient, affordable homes to be sold to graduates of the HCMMC.

New Kensington NPP

- **$200k** We receive that amount per year to support the project

The NPP goal is to create energy in a community by completing projects based on specific development needs in a targeted area that produce measurable outcomes. NPP is a long-term tax credit program that secures business commitments for five years, six years, or longer.

Permanent Supportive Housing for Families

- **66** Individuals served this year

Provides housing and support to homeless families with disabling conditions such as chronic substance abuse, or physical, mental, and developmental disabilities.

**COMMUNITY SERVICES**

Mothers Making More (M3)

- **5** Associates degrees
- **14** Support transportation issues

M3 was created as a strategy to increase opportunities for single mothers to earn family sustaining incomes by advancing their education in targeted careers. M3 support transportation issues and paying utilities.

- **10** Support paying their utilities.

Transitional Youth & Young Adults

Transitional Youth connects youths in high school and college to community resources, offering case management support to assess needs and provide resources.

SMART Housing

Provides a residence and case management to youth transitioning out of foster care. Supports the youth in reaching self-sufficiency.

**EMERGENCY SERVICES**

Emergency Food Pantry

WCA operates an Emergency Food Pantry that provides food, diapers and hygiene items to a family or individual in a time of crisis. WCA is also a food pantry for the Westmoreland County Food Bank.

Energy Assistance

WCA provides Energy Assistance to those finding it difficult to pay their energy bills. WCA completes applications and connects applicants to the appropriate utility company and/or the $1 Energy Fund.

General Emergency Assistance

WCA can help individuals who come upon a sudden emergency or difficult times. We can provide an individual/family with clothing or furniture vouchers as well as provide referrals to other programs in the county.
Westmoreland CA Programs

MENTAL HEALTH

Permanent Supportive Housing
16 Individuals served this year
PSH serves chronically homeless, mental health consumers in the county and promotes independent living in a safe, healthy environment. Two successful permanent housing.

Shared Housing
4 Individuals served this year
Shared Housing assists adults with a mental health diagnosis by providing supportive services and shared, independent housing throughout Westmoreland County. Two of those individuals moved to PSH.

New Foundations
29 Admissions
New Foundations assists adults with mental illness and co-occurring disorders by providing transitional housing arrangements while moving towards permanent. 14 Successful placements - permanent housing and 7 Successful temporary placements

Community Solutions
3 Individuals served this year
Community Solutions assists adults with a mental health diagnosis by providing supportive services and shared, independent housing throughout Westmoreland County.

Crisis Hotline
11,462 Crisis calls, information and referral
The crisis hotline provides 24/7 “hotline” support and assistance for individuals in crisis. 6,041 crisis calls and 5,421 information and referral, ongoing support, and on-call

Mobile Crisis Unit
322 Mobile assessments
Sometimes a mental health crisis needs face to face intervention. Our hotline can dispatch the Mobile unit to anywhere in the county. The unit is always on call and responds 24/7.

CRISIS MAP

FINANCIAL SERVICES

Volunteer Income Tax Assistance (VITA)
$670k Total refund amount
VITA site that provides free income tax return preparation for taxpayers with limited/ moderate incomes, senior citizens and persons with disabilities.
Westmoreland CA Programs

**SOCIAL ENTERPRISE**

American Architectural Salvage (AAS)  
(AAS) is a retail store in Mt. Pleasant, PA created to resell donated, reclaimed and recycled items. The social enterprise converts items into charitable dollars to help support WCA’s programs. AAS has a wide variety of offerings ranging from doors, windows, paint, furniture, plumbing, lumber and more. Any item sold in the store can also be donated for a tax deduction during store hours.

American Architectural Salvage Demolition Company  
10 Completed demolition jobs.  
AAS Demolition was formed and started operations in early 2018. The Covid–19 situation has impacted the company causing it to shut down for 2 month’s in early summer. The anonymous foundation that contributed funding for the purchase of equipment has made a significant difference in AAS Demolition being competitive in bidding of jobs, we no longer have the equipment rental to figure into the bids.

**CHILDREN & FAMILY SERVICES**

Early Head Start  
63 EHS SH kids enrolled  
157 EHS WCA kids enrolled  
The program is FREE and applications can be completed year round.  
Early Head Start Home-based program offering services to pregnant women and families with children under the age of 3.

Head Start  
451 Kids enrolled  
Head Start—Center–based and home-based programs serving children ages 3-5. Provides high quality pre-kindergarten learning experiences to prepare children for kindergarten.

Pre-K Counts  
106 Kids enrolled  
Pre-K Counts—Similar to the Head Start center-based program but with different income qualifications. Provides high quality pre-kindergarten learning experiences to prepare children for kindergarten.  
Comprehensive programming is provided through:  
• Education & Early Childhood Development  
• Family & Community Engagement  
• Health & Nutrition  
• Early Childhood Mental Health & Disabilities

**WORKFORCE DEVELOPMENT**

Recovery Employment Partnership  
Offers support services and job placement to individuals in recovery from Opioid Use Disorder. Supports employers hiring said individuals with education and training.

Recovery Friendly Workplace  
10 Companies/agencies supported  
Assists employers with policies & procedures, establishing drug testing and recovery friendly workplace environments by providing ongoing education and training.
Emergency Services Supported

- **509** Families for Energy Assistance
- **46** Senior Food Boxes
- **63** Families for Energy Assistance
- **25** Emergency Food Boxes
- **46** Hygiene Kits
- **12** Furniture Vouchers
- **8** Clothing Vouchers
- **3** Household Items Vouchers
- **72** Families/ month for Food Distribution
- **15** Families/ month for Emergency Food
- **615** & **152** Children
- **152** Families helped through our Christmas Gifts for Kids Program
COMMUNITY NEEDS ASSESSMENT

Based on the Community and Head Start Mid-Year assessments, Head Start in Westmoreland County will have different options. WCA offers a combination of Early Head Start, Head Start, and Pre-K Counts programs throughout Westmoreland County. These programs are both center based, full day classes along with home-based programs.

To assist families with health care needs, all programs will assist families to identify medical provider and dentists who accept their medical coverage. Nutrition education will be provided to all families as well as information to address the growing concern with childhood obesity.

SELF ASSESSMENT

Westmoreland Community Action Head Start shall conduct a comprehensive Self-Assessment of its Head Start program at least once each program year. The Self-Assessment shall be conducted by program staff, and parents, with consultation and participation by the Board of Directors and Policy Council and, as appropriate, other community members, to evaluate the effectiveness and progress in meeting program goals and objectives and in implementing and complying with federal and state laws and regulations.

As one result of conducting the Self-Assessment, Westmoreland Community Action Head Start will establish program goals for improving the school readiness of children participating in its program, including school readiness goals that are aligned with the Head Start Child Outcomes Framework, state early learning standards as appropriate, and requirements and expectations of the schools the children will be attending.

Westmoreland Community Action Head Start will utilize the results of the Self-Assessment to assess accomplishments, strengths, and weaknesses of the Head Start program and will use the results to make ongoing improvements for the program. Written program goals will also be updated based on the results of the Self-Assessment.

Program Strengths:

- The Governing Board is in constant contact with the CEO or VP of Child & Family Services ensuring approvals and concerns are addressed timely.
- Staff assists and encourages families in connecting to health services, referral services, insurance or other needs to ensure supports are readily assessable to them.
- A data base is used to track child data such as physicals and dentals. Missing form requests are placed in child files with management follow up as needed. All data is monitored by component staff monthly.

- Parents are supported and encouraged to participate in meetings, activities, visits, conferences, and volunteering activities.
- WCA has a strong relationship with the local intermediate unit.
- WCA has a firmly established curriculum which allows children to develop at individual rates.
- WCA has a detailed attendance procedure, daily and monthly reviews and management follow-up as needed.
- Health/Special Needs staff are knowledgeable of referral agencies within the county and available to meet individually with families as needed.
- Nutritionist always available for consultations with staff, parents and school districts.
- Program runs 6 hours per day 5 days per week.

Areas needing improvement:

- Training and Professional Development – Creating a coordinated approach to professional Development using practice based coaching and current data as our goals.
- Management Systems - To ensure a system is in place to improve monitoring in all program areas including health, safety, disabilities, behaviors, paperwork, outcome tracking, etc.
- Family Engagement - Increase parent participation in all areas including parent meetings, policy council, center activities, and parent child activities to ensure their involvement in their child’s education.
- This is a continuation from last year because we had not seen as large of an increase as we would have liked.
## FINANCIALS 2019 - 2020

### REVENUE

<table>
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<tr>
<th></th>
<th>Head Start Federal</th>
<th>Head Start State</th>
<th>Early Head Start</th>
<th>Pre-k Counts</th>
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</thead>
<tbody>
<tr>
<td>Federal/ State Grant</td>
<td>$4,244,296</td>
<td>1,011,066</td>
<td>390,476</td>
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<td>CCFP</td>
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<td>49,321</td>
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<td>Local Grants</td>
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<tr>
<td>Other Revenue</td>
<td>1,120</td>
<td>1,618</td>
<td>15,443</td>
<td>2,983</td>
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<td>In-Kind Revenue</td>
<td>46,608</td>
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<td>0</td>
<td>0</td>
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<td><strong>TOTAL</strong></td>
<td><strong>4,433,066</strong></td>
<td><strong>1,062,005</strong></td>
<td><strong>405,920</strong></td>
<td><strong>909,570</strong></td>
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### EXPENSES

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<th>Head Start Federal</th>
<th>Head Start State</th>
<th>Early Head Start</th>
<th>Pre-k Counts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel</td>
<td>$2,201,617</td>
<td>522,724</td>
<td>213,282</td>
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<td>Fringe Benefits</td>
<td>720,505</td>
<td>162,797</td>
<td>59,402</td>
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<td>Travel</td>
<td>92,983</td>
<td>3,915</td>
<td>15,239</td>
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<td>Equipment</td>
<td>197,322</td>
<td>29,485</td>
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<td>10,105</td>
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<td>Contracted Services</td>
<td>96,953</td>
<td>5,219</td>
<td>6,877</td>
<td>3,141</td>
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<tr>
<td>Other Operation</td>
<td>472,604</td>
<td>90,851</td>
<td>31,936</td>
<td>219,597</td>
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<td>Program Services</td>
<td>137,032</td>
<td>34,661</td>
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<td>Supplies</td>
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<td>207,353</td>
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<tr>
<td>In-Kind</td>
<td>45,608</td>
<td>0</td>
<td>15,444</td>
<td>0</td>
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<tr>
<td><strong>TOTAL</strong></td>
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<td><strong>1,057,005</strong></td>
<td><strong>405,920</strong></td>
<td><strong>909,570</strong></td>
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### PROGRAM STATS FY 2020

<table>
<thead>
<tr>
<th>Total Served</th>
<th>Head Start</th>
<th>Early Head Start</th>
<th>Pre-k Counts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average monthly enrollment</td>
<td>100%</td>
<td>100%</td>
<td>97%</td>
</tr>
<tr>
<td>% of children that met eligibility</td>
<td>88%</td>
<td>94%</td>
<td>91.5%</td>
</tr>
<tr>
<td>% of children current on physicals</td>
<td>75%</td>
<td>SH 74% WCA 64%</td>
<td>73%</td>
</tr>
<tr>
<td>% of children current on immunizations</td>
<td>99%</td>
<td>SH 74% WCA 68%</td>
<td>86%</td>
</tr>
<tr>
<td>% of children receiving dental screenings</td>
<td>74%</td>
<td>SH 44% WCA 37%</td>
<td>74%</td>
</tr>
<tr>
<td>% of children receiving special needs services</td>
<td>23%</td>
<td>SH 31% WCA 15%</td>
<td>28%</td>
</tr>
</tbody>
</table>
I am originally from Philippines and I have ten year old daughter. Recently granted my United States Citizenship, during the process I had several financial and educational barriers, this was an extra expense very difficult. I applied in July of 2019 and after my interview in September, I attended the swearing in service in December and was granted my citizenship.

Throughout this time the M3 Program was able to help me in paying some of my utilities as well as tuition and other school related costs.

Even if I renounce the country where I was born and my whole family lives there, it will always be part of me; but this is a good step towards the future.

As soon as I got that hurdle down it felt like a breeze.

Krystal from M3 Program

---

I completed my degree in Radiology at Westmoreland Community College in the spring of 2020; I spent about seven years in school in total until I was able to decide on a major that I was happy with. Throughout this time I was also a participant in the M3 program for five years, and they were able to provide me support in a variety of different ways, with things such as car repairs, tires, tuition assistance and exam fees. I was finally able to persevere and succeeded in completing my degree.

I stayed motivated with the goal: "I want to be able to provide for myself and family better.

Victoria from M3 Program

---

Even with all the challenges that 2020 threw at me, including teaching my daughter at home due to school closings brought about by the pandemic, unemployment and dealing with serious medical conditions within my family, I completed an internship at the YWCA of Greensburg and finished the final classes that were required for me to obtain my Bachelor's Degree in Human Resources at Seton Hill University.

Throughout my time in the M3 Program I have received support through a scholarship at Seton Hill and tuition assistance from the program.

Theresa from M3 Program

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Westmoreland Community Action
I purchased a home through WCA and Whitney went above and beyond the past three months. I am very grateful with the assistance she was able to provide to me, I’ve gained a lot of information on the process of purchasing a home. She stood by my side and had my back when times had gotten hard. She made me laugh when I didn’t even want to smile. Huge shout out to Whitney at WCA for her help and support throughout the whole process.

Ms. Kim from HCMMC Program

I really enjoy the Early Head Start program and so do my two boys. The boys love the activities that we do during the home visits and always want to continue the activity after the visit ends. This program made me realize how important it is to sit down with my kids and observe what they are doing. I had an idea about where my kids should be developmentally, but this program helped guide me along the way.

Siera from Early Head Start

This program has helped my child with preparing for kindergarten. It has helped her come out of her shell and be more social. The items sent home have helped with her learning as well. It keeps her mind thinking and developing in these crazy times. The meals have helped her try new things that she wouldn’t have before. We very thankful for this program and I feel it has helped so much.

Kayla, from Head Start

This program has helped my children become very interested in learning by wanting to count, recite the alphabet, and read books more frequently. They are excited for their daily zoom meetings and can’t wait to be back in the classroom when that’s possible.

Renee, from Pre-K Counts
Thank you for choosing to support Westmoreland Community Action. By doing so, you are giving someone hope for a better future.

☐ Yes. I would like to pledge my support of individuals and families in Westmoreland County. I am making a donation in the amount of: (check the box)
☐ $100  ☐ $250  ☐ $50  ☐ $25  ☐ Other: $ ______________

☐ Please contact me at the email/ phone below to set up an automatic monthly gift.

Name: ____________________________________ Phone: (____ ) ____________________________

Address: __________________________________________________________ Zip Code ______________

E-mail: __________________________________________________________________

Donor Listing: ________________________________________________________________

*You may also choose to make your donation anonymous or in memory of or in honor of an individual or couple*

Please return your contribution to:
Westmoreland Community Action. ATTN: Fiscal Department, 226 S. Maple Avenue, Greensburg, PA 15601

No goods or services will be exchanged for this contribution. Westmoreland Community Action is a tax exempt organization as described in Section 501 (c)(3) of the Internal Revenue Code: EIN# 25-1383079