

2020 Annual Report



Connection
Collaboration
Compassion



**COMMUNITY
PARTNERSHIP**

Working Together to Build Strong Communities

Table of Contents

Connection *Collaboration* Compassion



Board of Directors	1	Neighborhood Clean-Ups.....	20
Message from the Board President	2	Making Sense of Money	21
Message from the President & CEO.....	3	Volunteer Income Tax Assistance	22
Brother 2 Brother.....	4	Social Work Services.....	23
SPIRIT	5	Affordable Housing Support	24-25
Community Collaboratives	6-7	Springfield Affordable	
teen Mental Health First Aid	8	Housing Center	26
Mental Health First Aid.....	9	One Door	27
Educare	10	Shelter Diversion &	
First Birthday: Safe Sleep,		Housing Navigation.....	28
Safe Baby	11	Ozarks Alliance to	
Parent Cafes.....	12	End Homelessness.....	29
Parent Leadership Training Institute.	13	Hope Connection &	
Parent Breakfasts	14	Veterans Stand Down	30
School & Family Support.....	15	417 Rentals &	
After-School Clubs.....	16	Substandard Housing Support.....	31
Bulldog Basketball Academy	17	Opioid Misuse Prevention.....	32
Neighborhood Support	18	COVID-19 Response	33-35
Neighborhood Organization		Generous Donors.....	36-40
Volunteer Awards.....	19	Community Impact.....	41

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Letter from the Board President

Anne Sallee Mason President Board of Directors



Not the year we expected! This past year with Community Partnership of the Ozarks (CPO) has not been one for the faint at heart! The year started off as planned, doing the amazing work that CPO continues to accomplish for our community, working with our wonderful team of leaders and staff to address our mission of building resilient children, healthy families, and strong neighborhoods and communities. But, then came the unexpected – COVID 19. CPO jumped into action, turning on a dime, to address new and unexpected issues created by the pandemic.

Our work with Community Collaboratives was taken to a whole new level, convening stakeholders and community leaders for emergency problem-solving. The issues that CPO has addressed for many years, Housing, Homeless, Transportation, Food Access, Child Abuse and Neglect, Early Childhood and Education, Mental Health, Drug and Alcohol Abuse, were all

being negatively impacted. CPO, in collaboration with our community partners, was tasked with identifying all of the problems being caused by the pandemic and coming up with innovative solutions – QUICKLY. This past year, more than any other, CPO has proven its heart and has shown that it is ready, willing and able to address the issues arising in our beloved community.

The success of Community Partnership is due to the hard work and dedication of Janet Dankert, its President and CEO, her Leadership Team and committed staff. We are so thankful for the tireless efforts of the CPO team over the past year and are blessed to have the support of so many community partners and board members. With the opening of the O'Reilly Center for Hope, we know the upcoming year will bring even greater results. Thank you for your support of Community Partnership of the Ozarks. And, here's to an exciting (and hopefully less stressful) year to come!



Letter from the President & CEO

Janet Dankert President & CEO

Connection. Collaboration. Compassion.

These three words exemplify the culture, values and work of Community Partnership of the Ozarks. To me they are the perfect theme for a year that started off as normal and then ended with so much uncertainty and unknown. Connection...not only using connections with our partners to better serve the community, but also learning how to maintain connection with our clients and partners in a challenging new way. Can you say Zoom? We had to be flexible with schedules and the support we provided to the students and families we serve as they were balancing so many new issues at once.

Collaboration...something that comes so easily for us and for our community. We are known across the state and the country as a community that is built upon collaboration. Disasters or life and death situations can test an organization and a community's commitment to

collaboration, and COVID-19 certainly did that for us. I'm proud that CPO and our Springfield community expanded that commitment during these troubling times! One particular collaboration that I'm most proud of is our "Philanthropy Row" partnership with Community Foundation of the Ozarks and United Way of the Ozarks. We met daily for months to ensure a coordinated response to meeting needs and continue to meet weekly moving forward.

Compassion...we probably put this into action the most! Addressing the many gaps that came up as a result of the pandemic required a lot of compassion and understanding as we all dealt with a crisis we've never faced before. Compassion and grace were evident in much of our work at the end of the year.

In all, I am proud of our team and our community every day. It is especially evident during the most trying times that we share genuine connection, collaboration and compassion for one another and those we serve.

Brother
2
Brother

Connection
Collaboration
Compassion



1 Chapter • 80% Local Graduation Rate

This year, we became home to the community's Bridge Springfield: Brother 2 Brother program, established to provide a system of support for African American males attending college or working to excel in their job or career. Brother 2 Brother provides wrap-around resources and services to increase degree or certificate retention and completion. Bridge Springfield is the only citywide chapter of the national Student African American Brotherhood (SAAB).

Nationally, SAAB has over 280 chapters in 39 states with an 86% college graduation rate, compared to the national average of 42% for African American males. The program offers professional

advising and mentorship to assist its members to excel academically, socially, culturally, spiritually and in the community. One of its main objectives is to help all members become role models for each other, as well as for others in their communities. Brother 2 Brother also helps members become well prepared to enter the workforce of professionals and compete as positive contributors with the best.

This past year, Bridge Springfield: Brother 2 Brother added chapters at Boys & Girls Club – Henderson Unit with middle school students and Springfield Public Schools students at Glendale and Central high schools.



SPIRIT

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Compassion**

5,000 Hours • 4,155 Students

For 18 years, we have collaborated with the Carthage School District to implement a school-based drug prevention and youth development program called SPIRIT, one of seven SPIRIT school sites across the state. SPIRIT has produced remarkable outcomes in Carthage over time, including significant decreases in youth substance use and school disciplinary referrals, improvements in overall GPA, and increases in graduation rates.

Thanks to progressive school leadership, we were excited to expand our SPIRIT program two years ago to a second school district and the first private school SPIRIT site in the state, Missouri State University's Greenwood

Laboratory School in Springfield!

Between the two SPIRIT sites, almost 5,000 hours of prevention sessions were facilitated this year, serving 3,967 Carthage and 188 Greenwood students.

PeaceBuilders and Too Good for Drugs are the two evidence-based curricula facilitated through this program. As part of PeaceBuilders, the school districts participated in International Day of Peace with activities such as Pinwheels for Peace at its elementary and middle schools.

These and other activities have helped shift the schools' climate to enhance overall program results.



Community Collaboratives

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6 Collaboratives • 10 Subcommittees

Council of Collaboratives

Ashley Krug, Chair

The Council of Collaboratives is comprised of leadership of each Collaborative and works to provide paths for cross-collaboration over a broad range of community issues. The Collaboratives had 143 separate organizations engaged and 1,256 volunteers gave 1,405 hours of their time this year.

The Collaboratives adapted quickly to the COVID-19 pandemic. Many groups met more frequently to discuss issues that were rapidly emerging in the community.

Child Abuse and Neglect Collaborative

Dan Patterson, Chair; Nancy Hoeman, Vice-Chair

The Child Abuse & Neglect Collaborative works to prevent child abuse and neglect in our community. They held two Drug Endangered

Children trainings with approximately 60 people in attendance. In response to the COVID-19 pandemic, they monitored child abuse and neglect hotline call numbers and worked to encourage the community to continue looking for signs of abuse while meeting with families virtually.

Environmental Collaborative

Ronda Burnett and Doug Neidigh, Co-Chairs

The Environmental Collaborative and its subcommittee, the Ozarks Clean Air Alliance, raise community awareness and encourage practices and values that support a healthy natural environment. OCAA held an electric vehicle rally promoting the benefits of driving electric cars and the Speaker's Bureau educated the community about local air quality. The Environmental Collaborative held quarterly meetings bringing in speakers to talk about environmental topics.



Community
Collaboratives

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1,256 Volunteers • 143 Organizations

Housing Collaborative

Shelby Butler, Chair; Isabelle Walker, Vice-Chair

The Housing Collaborative advances knowledge on issues related to safe, decent and affordable housing, from homelessness to home ownership. They coordinated free landlord trainings and partnered with the Springfield Metropolitan Bar Association to offer training on evictions related to COVID-19 for landlords, as well as a session on tenant rights related to COVID-19 for service providers. They are currently developing a tenant education program.

Let's Go Smart: Transportation Collaborative

Derrick Estell and Natasha Longpine, Co-Chairs

This collaborative fosters a culture of multimodalism that facilitates accessible connections between people, jobs and community in Springfield, including the Grant Avenue Parkway project.

Food Collaborative

Ashley Krug, Chair; Mary Ellison, Vice-Chair

The Food Collaborative seeks to take the community to where we have a healthy, local food system and has continued to support food security and other food system-related projects. During COVID-19, this group shifted to provide collaborative updates related to food security and resources in our community.

Early Care & Education Collaborative

Jennifer Crouch, Co-Chair; Nicole Piper, Co-Chair; Anitera Jackson, Chair Elect

The Early Care & Education Collaborative has continued to cross-promote large community events like Community Wide Play Day and Big Rig Night. They continued work on the Passport to Readiness app and a focus on Conscious Discipline across our community.



teen Mental Health First Aid

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1,539 Students • 1 of 43 National Sites

We were invited by the National Council for Behavioral Health and Lady Gaga's Born This Way Foundation to continue as a pilot site for the teen Mental Health First Aid pilot program. After a successful implementation last school year for all 10th-grade students at Kickapoo High School, the expanded pilot occurred this school year for all sophomores at Central, Kickapoo, Parkview and Springfield Catholic High schools and all 10th- through 12th-grade students at Galena High School, training a total of 1,539 students.

Participating students shared the following feedback about what they learned from the training:

- *"The phone number for the National Suicide Prevention Lifeline"*
- *"I learned the warning signs of mental health challenges"*
- *"The 5-step action plan to help a friend"*
- *"It's never too early to ask someone what's wrong"*
- *"I learned to help someone experiencing an overdose"*
- *"I learned how to speak to someone who looks like they need help"*
- *"We matter"*



Mental Health First Aid

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1,480 Trained • 7,067 Referrals

Mental Health First Aid is a public education program which introduces participants to risk factors and warning signs of mental health problems in teens and adults, builds understanding of their impact, and overviews common treatments. Mental Health First Aid uses role-playing and simulations to demonstrate how to assess a mental health challenge; select interventions and provide initial help; and connect persons to professional, peer, social, and self-help care.

This year, we trained 646 adults in Mental Health First Aid. Those who were trained, called First Aiders, referred 7,067 individuals throughout our 21-county service area to professional help, self-help or other support strategies.

One First Aider shared a story of how her training helped her become a trusted adult for a local student.

“Before the training, I wouldn’t have known what to do. When my student came to me and said they’d tried to die by suicide by running out into traffic, I knew to take it seriously and to personally walk them to our school counselor. She knew exactly how to help my student and got them into family counseling. Before, I would have tried to handle it myself, but with the training I understood that asking my colleague for help was the best thing for my student.”

This story is a testament to the positive impact Mental Health First Aid has on those who are experiencing a mental health challenge by empowering First Aiders to provide support and resources to save lives.



Educare

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73 Adults • 1,200 Children

Educare visits focus on improving health and safety, increasing school readiness and decreasing the risk for child abuse and neglect. For a third year, we made available and facilitated a series of Conscious Discipline trainings for our Educare enrolled providers. We had the best turn out to-date with 60 providers participating in the series. Providers gained new knowledge regarding brain-based behaviors and ways to respond.

We continue to promote and provide Department of Social Services required trainings related to Health and Safety, Child Care Subsidy and Social and Emotional Development, in addition to our monthly Provider Night Out meetings.

The pandemic revealed, like never before, the importance of childcare providers and the essential role they play in shoring up our workforce and workforce development. The Educare team helped support our providers, as we all navigated the changes rapidly taking place.

May is Provider Appreciation Month and this year we honored our enrolled providers with t-shirts stating “Childcare is Essential,” and “I Am Essential.”

Through all of this, we made 684 visits impacting 73 adults and over 1,200 children ranging in age from birth through school entry across Christian, Greene, Polk, Taney and Webster counties.



First
Birthday:
Safe Sleep,
Safe Baby

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748 Babies • 25 Counties

June 30, 2020, marked an end and a beginning. We completed the First Birthday: Safe Sleep, Safe Baby program by distributing 748 Pack 'n' Plays along with 262 follow-up visits to 735 families, with newborn babies.

This is certainly a beginning to healthy futures for 748 babies in the 25 counties we served.

Visits to families included a pre-video knowledge survey, followed by viewing of the video covering a host of safe sleep information. We then completed the visit with a post survey to reinforce the information we hoped they would use to ensure a safe sleep environment, allowing babies a better chance of reaching

their first birthday. Two to four months after the initial home visit, families received a repeat visit to make sure the Pack 'n' Play was still being used appropriately. We reinforced safe sleep education details and delivered layettes from Newborns in Need, diapers, Period of PURPLE crying instruction and other resources specific to the families' needs.

The First Birthday program has allowed us to forge new partnerships, including collaboration with Newborns in Need, Diaper Bank of the Ozarks, Crosslines, Pregnancy Care Center, several Parents As Teachers programs and health departments across the southwest part of the state.

Parent Cafes

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26 Cafes • 150 Individuals

Parent Cafés are an adaptation of the World Café process which encourages deep self-reflection and peer-to-peer learning to bring the Strengthening Families™ researched-based protective factors to parents, part of a larger strategy to encourage parent engagement and leadership.

Parent Cafés are designed to strengthen families from the inside out with focus on the 5 Protective Factors: Resilience, Relationships, Support, Knowledge and Communication. Each Café creates an emotionally safe environment for parents to share and learn from each other.

This year we offered 26 Cafes

for parents. We also hosted 2 trainings to train more facilitators who could then offer Cafes in their agency or area. 19 people were trained to facilitate future cafes, and over 150 individuals were served through this program.

After Parent Cafes, parents report feeling more connected and aware of their strengths and challenges. Parents also share they learned new ways to handle stress.

Due to COVID-19 restrictions, Parent Cafes successfully switched to a virtual platform to continue to serve families.



Parent Leadership Training Institute

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20 Sessions • 13 Parent Leaders

Parent Leadership Training Institute (PLTI) is a new program in Springfield designed to equip parents with skills and knowledge to become change agents in their community. PLTI is a 20-session course with an all-day retreat and graduation. Thirteen women were able to complete PLTI, becoming parent leaders who advocate for change for children in our communities.

Every parent leader was tasked with working on a community project during the program. Some examples of these projects include inclusive swings in public parks, public park awareness and education, Little Free Pantries for families throughout Springfield and Republic, program creation for community outreach and trauma education for providers.

Additional projects from our first PLTI parent leaders included Little Free Library stations, removal of offensive art in our community, diversity and inclusion training for preschool educators and development of community gardens.

Diversity, inclusion and equity were a priority when parents were selected and are built into the curriculum.



Parent Breakfasts

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12 Schools • 4,248 Served

Thanks to support from the Southeast Rotary Club, parent and family breakfasts continued to grow during the 2019-2020 school year, with the addition of a new elementary school.

In total, we supported 2 elementary and middle school combinations and 8 elementary chapters in 12 schools. Across these 10 chapters, 40 breakfast events were hosted, including 2 for grandparents, 20 for dads, 12 for moms and 6 parent events, providing hours of positive engagement opportunities for students and their families. We served 4,248 students and family members through our parent breakfasts.

The program continues to grow and garner support from local churches and organizations across the city as others see the value in helping families to connect in healthy, positive ways.





School
& Family
Support

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14 Schools • 25 Family Events

We support student and families through student engagement and family support. Our student engagement efforts focus on coordination of after-school clubs, attendance initiatives, mentoring opportunities and skill-building groups. Our family support focuses on family engagement through parent and family breakfasts, family events and activities and volunteer opportunities.

We provide parent and family education and connection to community resources to support stable and healthy families. We also provide overall support schools through community connections, partner recruitment,

donations and volunteers. We coordinated 25 family events this past year across 14 schools. They included Daddy-Daughter, Mother-Son and Family dances, Fall Fests, Back-to-School events, carnivals, holiday dinners and more and served 3,920 people.

According to the survey parents are asked to take during these events and activities, 90% said our school and family support initiatives helped them to better connect with their children, 64% said these events and activities helped them better connect with other parents and families, and 87% believe that as a result of these initiatives, they feel better supported by the school.



After-School Clubs

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58 Clubs • 750 Students

Our after-school clubs are part of an effort to improve skills, encourage daily attendance and improve academic success. We provided support for 58 clubs in 10 elementary and 3 middle schools in the Springfield Public School District and 1 elementary and 1 intermediate school in the Willard School District this year. Approximately 750 students participated in 2019-2020 after-school clubs.

Of the students who completed surveys, 82% said they felt the club helped them feel better about themselves, and 81% said they thought the clubs helped them behave better at school. 72% said their after-school club helped them make friends and feel more connected to other students. 93%

reported their after-school club helped them learn or get better at a skill, 71% of 6th- to 8th-graders reported they feel hopeful about their future, and 81% reported their after-school club helped them build better relationships with teachers.

Among after-school club facilitators, 100% felt like their clubs had a positive impact on their students and helped them to build positive adult and peer connections, as well as created a more positive outlook on school because of participating in a club. Facilitators overwhelmingly felt clubs were a valuable and worthwhile experience!

Our after-school clubs also generated \$50,604.67 of in-kind and 1,419 hours of volunteer time.



Bulldog Basketball Academy

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38 Students • 4 Schools

In collaboration with Armando Johnson, former Central High School boys' basketball coach and Springfield Public Schools 2019-2020 Teacher of the Year, the Bulldog Basketball Academy was created to connect with potential players at a younger age to better prepare them for high school basketball.

The goal of the program is to create opportunities for boys in the Central High School feeder pattern to participate in a free basketball training program where they not only learn the skills specific for basketball development, but they also learn important life skills like having a good attitude, working

hard, doing well in school, and getting along with others. The Bulldog Basketball Academy provides additional positive adult mentors for the students and helps to build enthusiasm and pride for the Central High School basketball program.

During the fall semester of the 2019-2020 school year, 38 students from 4 elementary schools benefitted from Bulldog Basketball Academy.

To close out the fall clubs, students and their families were invited to a Family Night at the Pit, where they were able to watch a Central High School basketball game.



Neighborhood Support

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22 Associations • 5,597 Served

We provide technical assistance and support for engagement efforts to city-recognized neighborhood groups within Springfield. Our neighborhood-based support focuses on neighborhood engagement through events and activities that promote safe, clean and friendly neighborhoods. We also assess and address neighborhood needs.

Our neighborhood organization support also includes training and networking opportunities. We foster community connections through partner recruitment and retention, donations and volunteer opportunities.

This year, we provided support and assistance to 22 established

neighborhood associations. We served approximately 5,597 people, utilized over 3,397 volunteer hours and generated \$124,669 worth of in-kind.





Neighborhood Organization Volunteer Awards

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150 People • 22 Neighborhoods

Each December, our Caring Communities team hosts the Neighborhood Organization Volunteer Awards banquet to thank associations across the city who work hard to make a positive impact in their neighborhoods.

This year's banquet, themed "Home for the Holidays," was an evening of celebration about the city that we all love. Our keynote speaker was Greene County Commissioner and Community Partnership Board member Harold Bengsch who did an amazing job sharing what makes our community such a wonderful place to call home.

We had a notable year with attendance of approximately

150 people engaged in their neighborhoods and 21 of 22 neighborhood associations present.

Air Services/All Services once again supported the event by serving as our Premiere Sponsor, allowing us to make the evening one to remember.



Neighborhood Clean-Ups

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222 Tons of Trash • 16 Neighborhoods

We facilitated neighborhood clean-ups for 16 recognized neighborhood associations in Springfield so that neighborhood residents could dispose of yard waste, old furniture, construction debris and much more free of charge.

Eleven spring neighborhood clean-ups were postponed due to COVID-19. Through dedication, hard work and collaboration, neighborhood leaders and our team worked to find creative and innovative solutions. Four of the postponed clean-up events were rescheduled in June.

In total, 222 tons and 600 cubic yards of waste and debris, including 114 dumpsters of trash and 20 dumpsters of yard waste, were removed from

our city's neighborhoods, helping keep them clean for everyone to live, work and play safely.

These events are made possible through our partnership with the City of Springfield, Computer Recycling Center and Republic Services.





Making
Sense
of Money

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190 People • 54 Employees

We served 190 people through our Making Sense of Money Financial Literacy program. Less than 30% entering our program previously used a budget or saved money; however, upon completion of the Basic Budgeting Series, more than 75% of participants report continuing to budget and save money six months after completing the program. A \$100 Savings Match was provided to 32 participants who met their Savings Goal.

We expanded our Workplace Wellness Program by incorporating financial literacy into the workplace, offering our Basic Budgeting Series to CoxHealth and Springfield Remanufacturing Corporation employees. We served 54 employees

at these worksites, with 76% completing the four-week series, making them eligible for the \$100 Savings Goal Match.

Due to COVID-19, in-person classes and events were put on hold; however, a class at the Springfield Dream Center was transitioned to virtual so participants could finish the Basic Budgeting Series. One couple who completed the series quickly met their Savings Goal, saving more than \$200, are well on their way to becoming debt-free. Throughout the pandemic, we connected with 235 Making Sense of Money graduates to ask about emerging needs and how we could help them continue to meet their financial goals.



Volunteer Income Tax Assistance

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1,843 Tax Returns • \$13,279,510

The Volunteer Income Tax Assistance (VITA) program serves low to moderate income families, persons with disabilities and those with limited English-speaking abilities with free tax preparation services.

In total, we filed 1,843 returns, bringing \$464,259 in Earned Income Credits, \$262,802 in Child Tax Credits and \$1,327,951 in Federal refunds to working families. This free tax service has a refund economic effect in our community of \$13,279,510!

We prepared 1,127 federal tax returns from February through March 2020. Due to COVID-19, in-person VITA clinics were cancelled from mid-March through April 15th.

As an innovative solution to tax preparation needs in our community, a drop-off tax service was offered during the month of June. We completed over 100 returns through this drop-off service.





Social Work Services

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217 Families • 341 Referrals

The mission of social work is to enhance human well-being while meeting basic needs and empowering those who are oppressed, living in poverty and vulnerable. Social workers promote not only human well-being, but also the well-being of a community.

This is done by:

- Advocating for social and economic justice
- Promoting healthy coping skills
- Assessing client's needs and assisting to improve situations
- Coordinating available services needed
- Empowering individuals through education of specific skill sets so individuals/families can better help themselves in the future

Our social work team provided crisis intervention and support to families this year by:

- Making 519 family contacts
- Making 341 community referrals
- Serving 217 families
- Filling 51 requests for emergency assistance with food, hygiene, bus passes and access to emergency assistance funds.

We also partnered with Slumberland Furniture to help coordinate referrals to their 40 Winks Foundation and Home for the Holidays program, which provides bed frames, mattresses and box springs to children who are without one of their own. Through this partnership, we were able to provide beds to 39 children this year.



**Affordable
Housing
Support**

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4 Developments • 180 Families

Westport Park (46 units), Woodfield Park (47 units), Oakwood Place (48 units) and Plymouth Landing (39 units) are apartment developments designed to provide safe, affordable and quality housing for families in our community. The concept driving our program is that affordable housing is about more than a roof over someone's head — it's about creating an environment to strengthen communities.

Our partnership with these housing developments allows us to host events and encourage the community to come together and care for one another. Through on-site educational opportunities and family events, neighbors can get to know one another, lend a helping

hand and build community together.

Ongoing community events and activities are provided to all residents free of charge. These occur on a monthly to quarterly basis and range from family-oriented games, activities and exercises to individual educational events to build relationships and produce more unified families and communities.

Some of the events we facilitated this year include movie nights, Mother's Day Brunch, crafting, technology and budgeting classes, social hours, dinners, Bingo, and holiday baskets. The events made it possible for residents to come together, have some fun and learn something new.



**Affordable
Housing
Support**

**Connection
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1 Neighborhood • 71 Families

Fulbright Springs is a single-family housing development of 71 homes designed to provide safe, affordable and quality housing. Our partnership with this innovative model allows us to offer supportive services, education and neighborhood development through an on-site social worker with a goal to equip families with the tools needed to attain stability, connect to the community and improve on healthy family functioning.

Through our family support at Fulbright Springs:

- A resident was connected to a group of volunteers who spent a Saturday building an exit ramp so that she could safely get out of her house in case of an emergency. This ramp has also allowed the resident to better connect with her neighbors.
- A mom and her two children were helped when they experienced the sudden loss of their father. They were assisted in the grieving process with referrals to local resources, financial help from the emergency assistance fund, and connection to a neighbor who has become a support system for the whole family.
- Our Community Coordinator was able to help residents with applications for government assistance, provide information about job searches and local food and clothing banks, secure funding for rent and utility assistance, and provide an atmosphere of trust and respect while building strong relationships.



Springfield Affordable Housing Center

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38,515 Requests • 1,855 Assessments

This year, the Springfield Affordable Housing Center received over 38,515 walk-in and phone call contacts. More than 17,345 of those contacts were referred to One Door, which provided resources to those facing a housing crisis and completed more than 1,855 intake assessments for literally homeless individuals and families.

The following were the most common reasons reported for contacting the Springfield Affordable Housing Center to request assistance:

- 12% for rental and utility assistance resources;
 - 12% for transportation, including city bus passes, gas vouchers and regional/national bus tickets; and
 - 12% for assistance obtaining ID.
-
- 41% for shelter or housing programs;
 - 12% for affordable housing resources;





One
Door

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90% Referral Increase • 338 Hotel Rooms

One Door collaborates with various partners within the community, including other non-profits, civic organizations, local churches and advocacy groups to provide a multitude of services.

With the launch of the Ozarks Alliance to End Homelessness's Coordinated Entry System in 2017, the One Door program became the primary intake, assessment and referral entry point into the system of homeless services throughout Springfield/Greene, Christian and Webster counties. Housed in the Springfield Affordable Housing Center, One Door provides assessments and referrals for shelter and housing programs; referrals to community/agency resources; and a shelter diversion program designed to divert families from the shelter system.

This year, One Door staff completed more than 1,850 intake assessments, averaging 155 assessments per month. Of the intake assessments completed, 1,548 households were new to the One Door program while 309 returned for updates throughout the year.

Over 500 single women were assessed for Safe to Sleep, the overnight women's crisis shelter. 421 households were referred to shelter and housing programs operated by The Kitchen, Inc., Catholic Charities of Southern Missouri, Great Circle, Veterans Administration, Harmony House and the Missouri Department of Mental Health—a 90% increase over last year.

338 households were placed in hotels for immediate crisis sheltering, including those isolated and contained due to the COVID-19 pandemic.



Shelter Diversion & Housing Navigation

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Collaboration
Compassion



85 Households • 2 Programs

More than 85 eligible households were assessed for and provided financial assistance and/or case management services through our Shelter Diversion program which diverts guests from the entering the shelter system if possible. Our efforts focused primarily on families with children and elderly or disabled guests at imminent risk of homelessness or with low barriers to housing.

In partnership with Jordan Valley Community Health Center and their Reimagining Opioid Abuse Treatment and Recovery (ROATR) project, our Housing Navigator continued serving as part of a comprehensive team made up of community health workers, substance use counselors and legal and employment experts, assisting program participants in securing safe, decent and affordable housing.

This year we met a woman through our participation in the ROATR program; she was looking to escape an abusive partner who controlled finances in the home. The environment was not safe for her or her teenage children, and by combining advocacy efforts with flexible funds from the ROATR program and funds from our Shelter Diversion program, we were able to help her get into an apartment that provides a safe, stable place away from her abuser without having to expose the family to the shelter system. While in recovery and receiving medication-assisted treatment for Opioid Use Disorder, she has continued working and going to school so she can support her children and pursue her dream of becoming a teacher.



Ozarks Alliance to End Homelessness

Connection
Collaboration
Compassion

540 Individuals • 24 Veterans

Our Ozarks Alliance to End Homelessness (OAEH) is the U.S. Department of Housing and Urban Development's (HUD's) designated Continuum of Care for our community and serves as the planning body for homeless services and funding for Springfield/Greene, Christian and Webster counties to ensure we have a coordinated, community-wide response to homelessness. The OAEH is guided by partner agencies and community members, including representatives from mental and physical health care systems, homeless service agencies, law enforcement, the faith community and individuals with lived experience. Several active committees focus on the needs of specific populations, including youth and Veterans.

Every year, the Alliance oversees several initiatives, including:

- Applications to HUD for homeless service funding, including over \$1,042,000 to partner agencies to house those experiencing homelessness.
- Point in Time count, a federally mandated count providing a snapshot of homelessness in our community. On one night in 2020, 540 individuals (432 households) were experiencing homelessness. Of those, 24 were Veterans, 42 were youth between 18 and 24 and 22 were children under age 18, and 134 were chronically homeless.
- High Risk and Homeless Youth Report created by our Homeless Youth Task Force to understand the specific needs of youth. This report showed nearly half of respondents had been wards of the state or in foster care and 57% had wondered where they would sleep that night.



Hope Connection & Veterans Stand Down

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708 Guests • 500 Guides

Our HOPE Connection & Veterans Stand Down event brings together more than 60 service providers to meet the needs of people who are at risk of or are experiencing homelessness. In addition to offering access to valuable support services, the event provides essential connections between Guests and community volunteers, as each Guest is accompanied throughout the day by a volunteer Guide. This opportunity for one-on-one connections is a priceless experience for those seeking services and those who are volunteering.

This year, we hosted our 11th annual event. More than 500 community members served as volunteer Guides for 708 Guests, including 82 Veterans and 52 children. Over 60 direct service agencies were on-site, offering the same service they would in their normal office locations.

Every Guest was welcomed with a hot meal, donated by Mercy Hospital, Bambino's Café and Gathering Friends for the Homeless, and left the event with groceries and basic needs items provided by Convoy of Hope. Guests were able to access housing, mental and physical health care and other essential social services. With the help of Jordan Valley Community Health Center, Missouri State University and Pierce Vision, 250 guests received vision screenings and 136 Guests who needed glasses were able to select them at the event. Those in need of additional vision-related health services received support and referrals for care.

Veteran Guests had access to a variety of Veteran-specific services in the designated Veterans Village, including VA health care, peer support and employment services.



417 Rentals
& Substandard
Housing
Support

Connection
Collaboration
Compassion

1 Coordinated Response • 58 Households

Many properties owned by 417 Rentals were reported to not meet human habitation standards. Households with high barriers to housing stability often rent these properties as a last resort and leasing option. Once the property ownership changed through the foreclosure process, we anticipated individuals and families would not be able to remain in unsafe dwellings or would not meet tenant eligibility requirements of new property owners.

We convened local stakeholders, creating a coordinated community response for households with high barriers that were unable to secure housing on their own. The response included the following components:

- Legal rights education for households residing in 417 Rentals owned/managed properties

- Housing search assistance for high barrier households and deposit assistance for displaced households
- Hotel/motel funding for households who had to leave the dwelling while repairs were made
- Moving assistance for individuals with physical impairments, seniors or those without transportation
- Banking/property owner partnership to lower barriers for households aimed at maintaining tenancy

Through a funding partnership with Community Foundation of the Ozarks, 34 families were assisted. Through more donations, this project was expanded to include residents of properties not owned by 417 Rentals and 24 additional households were served.



Opioid Misuse Prevention

Connection *Collaboration* Compassion



7,369 Trained • 2,222 Youth

Our Prevention Resource Center team continued to build on our foundational work to reduce the misuse of opioids in the communities we serve. These efforts include training a total of 193 persons to facilitate the Generation RX program to 2,222 youth, bringing our 2-year total to 7,369! Training results indicate 93% of youth reported awareness of the prevalence of medication misuse among teens and 80% awareness of potential consequences of misuse.

The team also collaborated with senior social work students at Evangel University to provide Generation Rx education in our region. Students received presenter training and provided Generation Rx to regional community members of all ages, including youth, college

students, adults and older adults.

The Fall 2019 DEA Take Back day was promoted in 18 regional communities, collecting a total of 3,564 pounds of medications. The spring events were postponed due to COVID-19, so we collaborated with a local coalition and 2 pharmacies to conduct “Safe Disposal Day” as an alternative, providing access to medication destruction bags for safe home disposal.

We also distributed 4,981 medication destruction bags and 110 medication lock boxes. We broke new ground by developing a presentation for parents about modeling and teaching safe medication practices with their children and making videos of Generation Rx presentations to be accessed virtually by the public.



Mental Health Moment



COVID-19 Response

Connection *Collaboration* Compassion

Communication is Key

During the pandemic, when much of the community shut down, we stepped up and found creative ways to continue to meet the needs of our community and keep everyone connected.

Together with our “Philanthropy Row” partners, United Way of the Ozarks and Community Foundation of the Ozarks, we pooled resources and coordinated a unified response to the pandemic. A key role we played was coordinating the central hub for COVID-19 communications. Available resources and up-to-date information was shared quickly and efficiently so people could access the help they needed during unprecedented, difficult times.

Mental Health Moments

To help people maintain optimal mental wellness during COVID-19, we created Mental Health Moment videos,

sharing information about self-help strategies and helping viewers better understand mental health challenges individuals may experience during the pandemic.

A Neighborly Approach

We continued to check in and keep neighborhoods engaged. During the stay-at-home order, we reached out to registered neighborhood associations and shared realistic ways they could check on their neighbors. We worked with associations to share ideas for engaging with neighbors safely and connected them with churches and groups to provide food and supplies to families. We delivered lunches to 16 children on a weekly basis after schools went to virtual learning, and our weekly produce distribution continued uninterrupted as we delivered produce directly to the porches of 25 families.



COVID-19 Response

Connection *Collaboration* Compassion



Child Care is Essential

While most people were working from home in the spring, a dedicated group of people continued to offer essential services to families in our community. Child care continued for those who needed it, and providers continued to meet virtually each week to figure out how to remain open, stay solvent and protect themselves, the families they served and staff. Early Learning Leadership Academy (ELLA) directors helped each other problem solve the sticky situations, brainstormed ways to find the PPEs that were so scarce, and even thought through safety measures early in the pandemic. This tightly bonded group became even tighter as they faced the stress of the unknown coupled with holding so many lives in their hands.

Meet Them Where They Are

When the crux of your program is

home visiting and you aren't allowed within six feet, you must find a way to get cribs into the homes of families in need. Our First Birthday team got creative with how they provided education to new and expectant parents. First, they called to schedule a drop off, then called to confirm the delivery, then provided the education via Facebook, Skype or Facetime or phone call. They finished with a post-survey to confirm parents' understanding of safe sleep education.

Conscious Discipline

We piloted a hybrid version of Conscious Discipline I by offering a combination of in-person coaching, videos from experts and live-remote trainings. Twenty-seven participants learned Conscious Discipline principles which will add to the richness of many classrooms moving forward.



COVID-19 Response

Connection
Collaboration
Compassion

Sheltering Our Homeless

We brought partners together to ensure the health, hunger and hygiene needs of people experiencing homelessness were met by convening a COVID-19 Task Force at the beginning of the pandemic. This enabled agencies to stay connected, identify gaps in services, and plan strategically for COVID-19 response.

When several outreach agencies reduced services to comply with health and safety guidelines, our Ozarks Alliance to End Homelessness (OAEH) worked with Springfield Public Schools to offer showers from April 1 to May 15. A total of 361 showers were provided with the support of 292 volunteer hours. Additional support from The Connecting Grounds, Crosslines, Gathering Friends for the

Homeless, Mercy, Safe to Sleep and Victory Mission made this possible. When the shelter-in-place order took effect, we began facilitating crisis sheltering for those who were unsheltered and hyper-vulnerable to COVID-19, including those who were pregnant, over the age of 60, or with underlying chronic health conditions affecting lungs, heart and autoimmune systems. Partners and advocates provided meal delivery and support services to individuals and families who were sheltered in hotels and motels.

With the support of CFO, Mercy Foundation, The Kitchen, Inc., Gathering Friends for the Homeless, United Way of the Ozarks, the Musgrave Foundation and generous donors, we were able to facilitate crisis sheltering for 345 people from March through June!



Generous Donors

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Thank you for your support!

\$20,000+

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Thank you for your support!

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Travis and Tabitha Aleshire

*Special Designations:
B2B - Brother 2 Brother,
MSOM - Making Sense of
Money,
OCH - O'Reilly Center for Hope,
OD - One Door

Community Partnership of the Ozarks
is the Priority Partner of



68,313 Served
\$6,960,970 In-Kind
9,596 Volunteers
35,895 Volunteer Hours

Community Impact

Community Partnership of the Ozarks, Inc. is an independent 501(c)(3) organization that depends on both grant and donor dollars to fund the critical services we provide. More than 92% of our total funds are from grants and contracts; therefore, the use of these dollars is restricted to specific programs and projects. Our unrestricted funds support general operations as well as the O'Reilly Center for Hope, Prosper

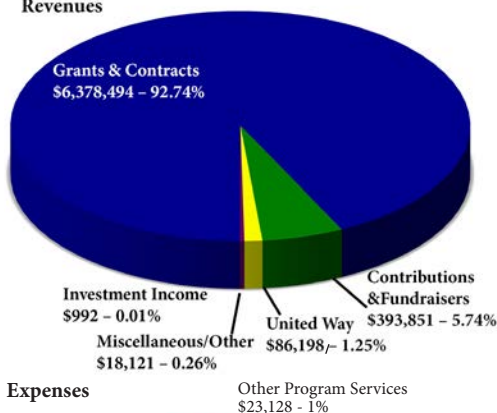
Springfield and Equity, Diversity & Inclusion initiatives. They also allow us to respond to emerging issues in a timely manner.

We need you to help us make a difference in our community! Whether you donate, advocate or volunteer, your support is vital to helping build resilient children, healthy families, and strong neighborhoods & communities. One of the easiest ways to donate to Community Partnership of the Ozarks is through a financial contribution. Did you know for every Caring Communities dollar received, we leverage another \$11.34? That's a 113% return on your investment!

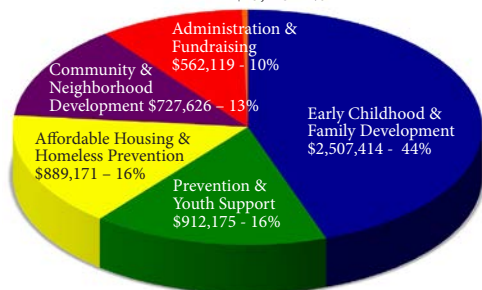
You can donate online at cpozarks.org, call (417) 888-2020 or mail a check to Community Partnership of the Ozarks at 330 N. Jefferson, Springfield, MO 65806.

Another way to give -- and keep giving -- is through our Legacy Society and Planned Giving. Gifts to the Legacy Society are acts of hope for the future of our organization and our community. Visit cpozarks.org to learn more!

Revenues



Expenses



Mission, Values & Outcomes

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OUR MISSION

To facilitate and promote the building of resilient children, healthy families, and strong neighborhoods & communities through collaboration, programming, and resource development.

OUR VALUES

- **Integrity:** We do the right thing, not the easy thing. We steadfastly adhere to high principles and professional standards. We exhibit integrity by always acting ethically and honorably.
- **Compassion:** We put people first. We are compassionate, respectful and civil in all we say and do.
- **Teamwork:** We achieve more by working together. We are a winning team of talented people, deriving expertise from all levels of the organization.
- **Creativity:** We foster creativity in the workplace. We have the freedom to imagine and the courage to act.
- **Collaboration:** We use our experience and expertise to build collaborative partnerships that address diverse

community needs and reduce duplication.

- **Excellence:** We strive for excellence and quality in all our programs, services and interactions with the people and communities we serve.
- **Diversity & Inclusion:** We will build equity, diversity, and inclusion within our organization and advance these principles in our communities

OUR OUTCOMES

- Children, Families and Community Members Safe & Healthy
- Young Children Ready to Enter School and Succeeding in School
- Youth Ready to Enter Productive Adulthood
- Parents Working
- Strong & Thriving Neighborhoods

