



2023 Annual Report

Board Members representing each of the 6-County Service Area



Champaign County, 40 Monument Sq, Urbana, OH 43078 / 937-772-9164

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Jacqueline Howley - Madison Champaign ESC
Tim Cassidy - Champaign County Commissioner



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Robert Anderson - Delaware County Job & Family Services
Jeffery Sell - Delaware County Commissioner Appointee



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Madison County, 294 Lafayette St London, OH 43140 / 740-852-3511

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Helen Hovestreydt-Scott - Shelby County Job & Family Services
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Judy Wells - Shelby County Metropolitan Housing Authority



Union County, 232 N Main St Ste. G, Marysville, OH 43040 / 937-642-4986

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Ian Evans - Richwood Civic Center
Terry Emery - Mayor Appointee from the City of Marysville

Message from the Executive Director

Dear Friends,

Bridges Community Action Partnership (Bridges) is unique in so many ways. Unlike many non-profit or social service agencies, we work to evolve our menu of programs and services every three years to focus on barriers that prevent low-income people from achieving their goals and obtaining self-sufficiency. For Bridges, this often means getting out of the way of other agencies who are doing the work better, while exploring alternative ways to collaborate instead of competing.

For years, the broad discussion on poverty has focused on what individual people can achieve. Helping families obtain living-wage jobs and find affordable places to rent has been the ultimate goal. However, as we evolve our work and examine the current data, we see the cycle of poverty trap generations of hardworking, incredible people who, despite their best efforts, could not make ends meet. The experience of poverty fosters despair and creates nearly insurmountable barriers for many Ohioans.

At Bridges, our mission is to empower people in need by partnering with them to better their lives and realize personal prosperity. This year, we have been walking out our mission in ways that better connect the dots. For our staff, connecting the dots has included new professional development opportunities to improve the quality of services we provide for clients, along with a new four-day work week and a \$17.65-per-hour minimum wage. When it comes to our clients, this measure has meant offering dignity and respect to more than 7,100 low-income families by collaborating with both the public and private sectors to improve access to food security, housing assistance, and essential resources.

Our work is not just about getting results for the short term; it is about re-building our community systems to serve all people better. What makes Bridges unique is our keen ability to step in when others step out. We focus on filling gaps and addressing systems because helping people live better lives involves more than programs and services. Bridges continues to evolve and advocate for changes to systems and institutions, for the betterment of all.

As Executive Director, I am so proud of the work we are doing to not just change lives, but change the conditions in which low-income families, and all of us, live.

Sincerely,
Andrew Binegar



\$7,646,761

SPENT ON PROGRAM SERVICES

7,127

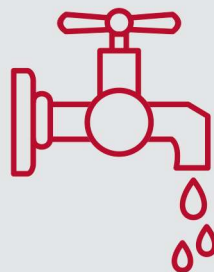
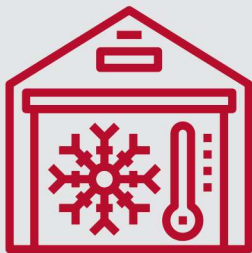
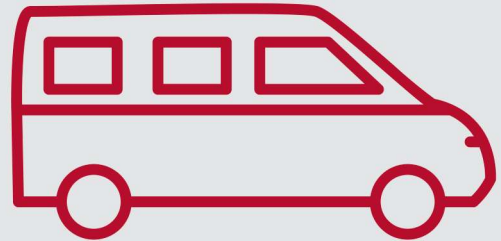
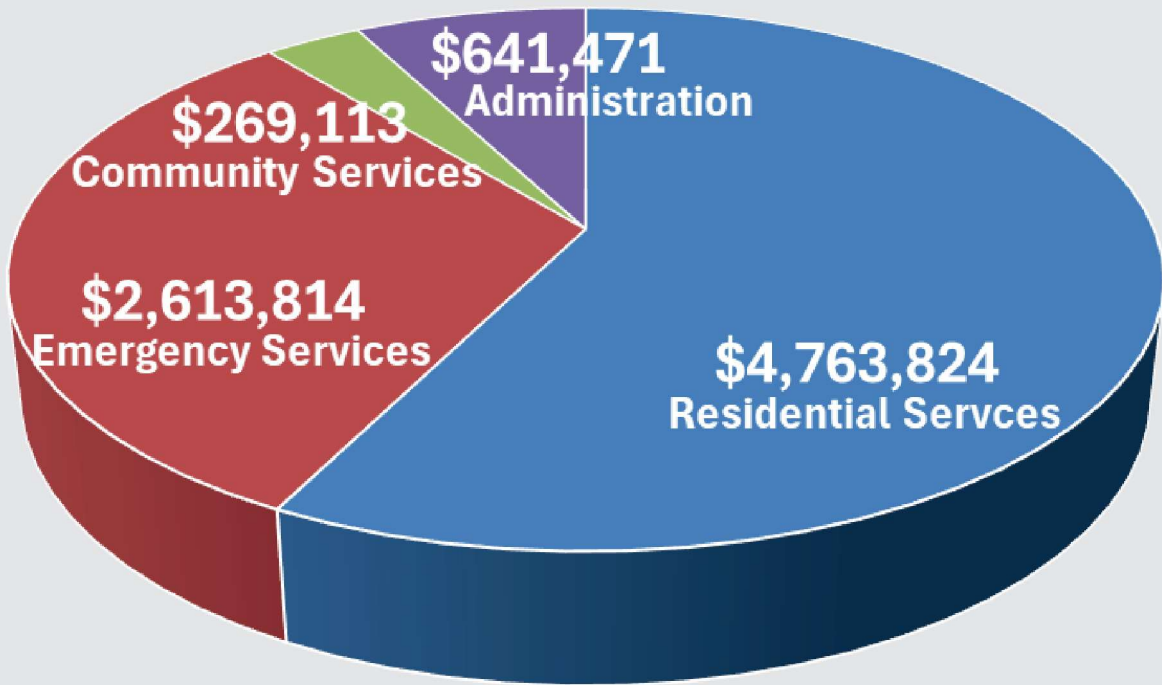
UNDUPLICATED
HOUSEHOLDS
SERVED IN 2023



15,574

UNDUPLICATED
INDIVIDUALS
SERVED IN 2023







Community Resource Navigators

In 2023, Bridges extended our reach by adding 3 more Community Resource Navigators. This incredibly valuable work supports individuals and families in our community! Having Navigators stationed in each county to assist with a wide range of needs, from applying for government assistance programs to accessing resources for work-related items and transportation, is vital for helping people navigate through challenging circumstances.

Additionally, the Getting Ahead program is a fantastic initiative providing participants with the tools and knowledge they need to build a better future for themselves and their families. By offering this program in all six counties, individuals across our entire service area now have access to these empowering resources.

Impactful Programs...



Home Weatherization Assistance Program
192 Households Served

Ohio Department of Development

Electric Partnership Program
343 Households Served



Safe Heat clean and tune furnace
33 Households Served

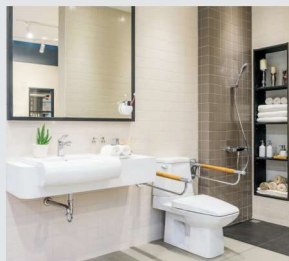


Repair /Replacements of furnaces & water heaters
57 Households Served



MECHANICAL MEASURES

- Clean, tune, repair, or replace heating and/or cooling systems.
- Install duct and heating pipe insulation.
- Install programmable thermostats and other HVAC controls.
- Repair/replace water heaters.
- Install water heater tank insulation.
- Insulate water heating pipes.
- Install solar water heating systems.
- Install waste heat recovery devices.



HEALTH & SAFETY MEASURES

- Complete combustion appliance safety testing.
- Repair/replace vent systems to ensure combustion gas draft safely outside.
- Install mechanical ventilation to ensure adequate indoor air quality.
- Assess fire hazards. Install smoke and carbon monoxide alarms when needed.
- Evaluate mold/moisture hazards.
- Perform incidental safety repairs when needed.



BUILDING SHELL MEASURES

- Install wall, floor, ceiling, attic, and/or foundation insulation.
- Complete Blower Door Testing.
- Perform air sealing.
- Repair/replace primary windows/doors.
- Install storm windows/doors.
- Install window film/solar screens/window louvers and awnings.
- Repair minor roof and wall leaks prior to attic or wall insulation.



ELECTRIC BASELOAD MEASURES

- Install motor controls.
- Install efficient light sources.
- Replace refrigerators and freezers with energy efficient models.

Elderly Home Repair
39 Households Served



Housing Trust Fund
17 Households Served

Impactful Programs...

Homeless Crisis & Rapid Rehousing
36
Households Served



Homeless Crisis Response Program (HCRP)
 The Homeless Crisis Response Program prevents homelessness for low-and moderate-income individuals and families.

Percentage of Income Payment Program
6,153
Households Served



Percentage of Income Payment Plan (PIPP)
 Helps eligible Ohioans manage their energy bills year-round.

Home Energy Assistance Program
6,357
Households Served



Home Energy Assistance Program (HEAP)
 A once-yearly payment applied directly to your heating or cooling utility bill.

Water Assistance Program
514
Households Served

Ohio | Department of Development



The Ohio Household Water Assistance Program provides income-eligible Ohioans assistance with their water and sewer utility bills. This is a one-time benefit.



The Home Energy Assistance Winter Crisis Program (HEAP Winter Crisis Program) helps income eligible Ohioans that are threatened with disconnection, have been disconnected, need to establish new service, need to pay to transfer service, have PIPP default, need to pay first PIPP, or have 25% (or less) supply of bulk fuel in their tank maintain their utility service.

Winter Crisis Program 1,942 Households Served

Summer Crisis Program
1,067 Households Served



HEAP Summer Crisis Program
 Provides a once yearly benefit to eligible Ohioans for cooling assistance during the summer

Success Stories...

A 28-year-old client reached out for help with getting his license back. He had some issues with substance abuse in the past few years but was in sober living and trying to get his life back on track. When he came in, he had two jobs, but had lost one job due to a bad background check and had just lost the second job due to transportation issues.

Bridges provided payment for the license reinstatement which led to another organization helping with his driver's license. Bridges was able to help him find second chance companies that would hire him. He now is sober and working on building the future story he sees for himself.

A Union County client relocated from Texas to work at Honda and had left behind everything, including her vehicle. Unfortunately, upon arriving here, things did not go as planned for her. She contacted Bridges for help after becoming homeless, and a motel stay was arranged to meet the urgent need.

Union County Manager, JoVonna, later drove to the hotel and provided her with a list of landlords and a rental packet. The client explained that she initially had a place lined up, but the landlord changed their mind after speaking with the Honda recruiter.

To prevent her from ending up on the streets, JoVonna engaged in a lengthy conversation with the landlord. Eventually, he agreed to rent to her and arranged to meet at the property the following day.

Concerned about the client's plans after checking out of the motel, JoVonna provided transportation to meet with the landlord, and she successfully secured an apartment, ensuring her safety and stability. JoVonna informed her that once she had settled in, she would arrange an appointment for her at the Union County Food Cupboard.

Success Stories...

Grace, a client who participated in the Getting Ahead program, struggled to make ends meet and had to work two jobs.

During her participation in the program, Grace received a job offer that earned her better pay compared to her combined earnings from the two jobs she previously held. The Getting Ahead program not only helped her secure a more lucrative position but also equipped her with valuable budgeting skills.

As a result of the program's guidance, Grace has now been able to start a savings account, laying the foundation to achieve her future financial objectives.

This success story underscores the effectiveness of the Getting Ahead program in empowering individuals like Grace to improve their financial prospects and work towards a more stable and prosperous future.



Success Stories...



The participants of the Delaware County Getting Ahead class swiftly formed strong bonds, not only aiding each other's progress during the sessions but also establishing a vital support network beyond the classroom.

All attendees had faced the challenge of losing friends who couldn't comprehend their pursuit of self-improvement (a topic covered in GA). This situation had left them feeling isolated, making their mutual assistance even more remarkable. A financial barrier occurred when one of the participants aspired to enroll their youngest daughter in preschool.

Another participant informed them about Head Start and guided them through the enrollment process. Coincidentally, their daughters attended the same class. The program concluded with a graduation ceremony on August 23rd, marked by enjoyable moments.

Success Stories...

A Shelby County client experienced a significant life change. His driver's license was suspended due to a visual impairment. As a result, he lost his job as a truck driver. He had very few belongings and only had access to basic shelter. Bridges Community Navigator, Mitch Marshall, assisted this client by navigating the necessary processes and services to improve his situation.

First, Mitch assisted him in successfully applying for and obtaining Social Security disability benefits. Additionally, Mitch helped him secure benefits such as SNAP (Supplemental Nutrition Assistance Program) and Medicaid to alleviate some financial burdens. The client then suffered further health complications which required hospitalization. Bridges worked closely with the hospital's social worker, and successfully facilitated the approval of a Medicaid waiver for him.

Mitch collaborated with the social worker to find a suitable assisted living facility for him in Sidney. Joint efforts ensured that he received the necessary care and support in a new living arrangement,

“We helped a client in Madison County obtain a birth certificate for her adult daughter who needed to provide the birth certificate to the gas company so they would turn the gas on at their new apartment. She was pressed for time because she needed to move out of her current home that week, but her new landlord would not allow them to move into their new home until they had the gas turned on. Three days after we helped her get the birth certificate for her daughter the client and her family had the gas turned on and were able to move into their new home.” -Lindsay Scites, Community Navigator

Success Stories...

A homeless family of 8 staying in a shelter in Clark County, sought shelter in London. The mother kept in touch with the London shelter weekly until finally, the family moved into the shelter while continuing to seek permanent housing. However, things fell apart for the family as they faced sickness, car troubles, and an outstanding charge that resulted in the revocation of the father's driver's license.

Bridges assisted the family in getting their birth certificates, state IDs, and driver's licenses. Additionally, the family was connected with various organizations to find housing. With the help of CSBG funding, the family's car was repaired, and they found housing through the Rapid Rehousing program, which also provided them with new furniture and appliances.

The community also came together to provide donations, including a new Christmas tree, gifts for the children, and cash and gift cards. The family settled into their new home, with the children enrolled in their new school and making friends in the neighborhood. Bridges continues to check in with the family and offer ongoing support.



Success Stories...

A client was dropped off in Bellefontaine with just the clothes on his back. He was referred to Residential Administrators, which housed him at the homeless shelter in Logan County. He received a job offer through a temporary service and needed clothes and steel-toed boots. Residential Administrators referred him to Bridges, and we were able to purchase steel toes boots and work clothes for him.

A Union County client called in need of steel-toed boots for a job she was starting. Without the boots, she would lose the job. Bridges was able to get the boots she needed and clothes from the Hope Center and a Goodwill voucher as well. She was able to start work the next day!



Bridges helped a client get her first ever driving permit. This 57 years old participated in our Getting Ahead class. This is a very big step in her achieving the goals she set for herself. She now plans to get her driver license, find a full-time job and eventually find a home for herself and her son. This permit is opening a whole new world of opportunities for her. She said, "This will help me to be more independent and not have to depend on others for so many things."

Success Stories...

A participant in the Madison County Getting Ahead class applied what she learned in class to obtain a new job as a manager at a new Dollar Store opening up close to her home.

She stated that she used what she learned in our class and applied that knowledge when she went for her interview. Said she wasn't nervous at all, and usually with interviews she is super nervous. She is now a manager at her local DG store!

We are super excited to see that she is learning a lot in our class! And applying it to her everyday life!



The Getting Ahead Graduation in Union County was held 11/16/23. The class started with five participants. Three of those participants used the tools learned in the class to gain employment.

We were also able to help one graduate get his license back so he can travel to and from work when he finds a job.

The other graduate is working on his program at Lighthouse and is using what he has learned to gain employment.



Fidelity Federal allows its employees to select a charity located in Delaware County for monthly donations. For the month of September, Bridges Community Action was the chosen charity, and a generous amount of \$500 was made to support our agency.

Outreach & Community Involvement

The Delaware County Task Force on Aging chose Bridges as their charity and generously donated 11 fans to be used to help Delaware County seniors in the summer months to help stay cool.



Outreach & Community Involvement



Delaware County partnered with an area church to collect items for Bridges clients. The kids received bikes and their moms received gift cards to buy Christmas dinner for the households.



Outreach & Community Involvement



Bridges attended the Bags, Books & Bourbon event on Saturday November 4th, 2023, that is put on by The United Way of Clark, Champaign & Madison Counties. This event is a night of fun benefitting the Dolly Parton's Imagination Library of Champaign County. Dolly Parton's Imagination Library provides high-quality, age-appropriate books once a month to kids from birth to the age of five at no cost to the parent and there are no income restrictions. Local partners provide funding for this program to be available to kids in their community. Bridges Community Action Partnership also donated and was a sponsor of this event. At this event included a silent auction, bourbon pull, music, drinks hors d'oeuvres and lots of networking.



Bridges received \$1,900 this year to help with heating bills this winter for our customers. This is the second year we have received the funds from the campaign. Bridges is so thankful for the support of First Commonwealth Bank in Delaware to help us in our mission.



On September 8th, Madison and Champaign County visited Windy Knoll Golf Club to participate in the United Way Golf Scramble Outreach event. During this gathering, they engaged in discussions about the programs we provide to each county and enjoyed a great deal of fun and fellowship.



Outreach & Community Involvement

“The Logan County office was invited to the annual Domestic Violence Awareness Ceremony. This was a gathering of around 50 members of the community and other local organizations. Bridges was among the four agencies awarded a Certificate of Excellence in our efforts to help Logan County residents. Our office works closely with the Soteria House, a local domestic violence shelter and TCN, a non-profit behavioral health center. We work with both agencies to serve clients with both domestic violence and behavioral issues. We have been able to assist those in need with rental assistance and by helping them get utilities turned on in their name.” -Marcie Barhorst, Manager



Bridges attended the Logan County Senior Citizens Day where local senior citizens are honored for their work in the community. They helped in passing out lunches to more than 100 seniors in the county.

Outreach & Community Involvement

The Logan County office teamed up with over 100 volunteers from Logan County to participate in Community Care Day. United Way sponsors a day each August where local volunteers meet to do service projects throughout Logan County. Our office this year chose to participate in delivering Meals on Wheels. We delivered over 25 meals to our local senior citizens. We also helped coordinate the building of new playground equipment for Point Village in Russell's Point, one of our weekly outreaches.



Outreach & Community Involvement

Bridges partnered with Sidney Crossing to help alleviate the stress of the rising cost of school supplies and after-school snacks. Our Shelby County office tailored each bag to each child's age. They served 15 families and a total of 33 school-aged children.



Celebrating great moments...



We are delighted to extend our heartfelt congratulations to our very own, Marie Radcliff, who was honored for her outstanding achievement as one of the two recipients of the prestigious Robert M. Coard and Winston Ross Emerging Leaders Scholarship at the CAPLAW Conference in Austin, Texas. This recognition is a testament to her exceptional leadership and dedication, and we applaud her for this well-deserved honor. Well done, Marie!

Our Partners...

*We couldn't have
done it without you*

A Way Out

Alpha Community Center

Annie's Outreach

Area Agency on Aging

Campbell Landing

Caring Kitchen

Catholic Social Services

Central Ohio United Way

Champaign County Job & Family Services

Champaign County Area on Aging

Champaign County Board of DD

Champaign County Family Court

Champaign County Health Dept

Champaign County Transit

Champaign County Senior Center

Council on Rural Services

CSX Transportation

Delaware County Health Dept

Delaware County Housing Alliance

Delaware County Job & Family Services

Delaware County Transit

DNA Community Center

Family Abuse Shelter of Miami County

Family and Children First Council

Family Promise of Delaware County

First Commonwealth Bank

Freedom Recovery

Ground Level Solutions

Point Village Apartments

Home is the Foundation

Huntington Bank

IMPACT 60

Indian Lake Community Church

Legacy Place

Licking County Coalition for Housing

Logan County Job & Family Services

Logan County Area on Aging

Logan County Cancer Society

Logan County RTC

Logan County Senior Center

Logan County Board of DD

Logan County Sherriff

Logan County Veterans

Londonderry

Lutheran Services

Madison County Board of DD

Madison County Senior Center

Madison County Job & Family Services

Madison County Sherriff

Madison County Veterans

Mental Health Recovery Board

Mercy Mission House

Miami Valley Community Action

Mt Sterling Community Center

New Hope Church of Urbana

Osgood Bank

Ohio Department of Development

Ohio Partners for Affordable Energy

Pathways to Hope

Pickaway County Community Action

People in Need

Point Village

Our Partners...

*We couldn't have
done it without you*

Project Woman

Residential Administrators

Recovery Zone

Richwood Bank

Salvation Army of Central Ohio

Second Harvest Food Bank

Shelby County Job & Family Services

Shelby County Metropolitan Housing

Sidney Crossing

SourcePoint

Stepping Stones

St Vincent de Paul

TCN Behavioral Health MHDAS

Union County Department of Health

Union County Job & Family Services

United Way of Clark, Champaign and Madison

United Way of Delaware County

United Way of Logan County

United Way of Shelby County

United Way of Union County

West Liberty Cares

Zion Church

*BCAP actively works with community partners to
expand resources and opportunities to achieve family
and community outcomes.*

*Thank you to all our
partners, donors and
volunteers!*



www.bridgescap.org



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