



2010

Performance Summary

Helping Families Help Themselves... Since 1897

BOARD CHAIR/PRESIDENT'S 2010 ANNUAL REPORT COMMENTS



This annual report is an important snapshot of people and programs, facts and figures that summarize another year of successes at Santa Maria Community Services.

The continued challenges of our economy meant that Santa Maria saw more people seeking assistance, some for the first time. Yet, the caring support of our employees and the generous outpouring of time and energy from hundreds of volunteers resulted in Santa Maria making a difference:

- children better prepared for kindergarten
- families stabilized in their housing
- uninsured adults accessing needed medical assistance and
- older adults receiving nutritious meals in their homes.



Thank you so much for your role in helping Santa Maria Community Services continue our 113-year track-record of Helping Families Help Themselves.

Sincerely,

*Sr. Agnes Coveney, OSU
Board Chair*

*H.A. Musser, Jr.
President & CEO*

Our Mission

Santa Maria empowers Greater Price Hill families as they achieve sustainable health, housing and family life

Our Vision

Santa Maria is a catalyst to improve the well being of Greater Price Hill families



HOW WE HELPED IN 2010

Early Childhood Development/Parenting

Jairo's family is originally from Guatemala and they moved to the United States looking for better opportunities for themselves. Jairo was the first child of the family born in the United States. The family lived in different states until they decided to settle down in the community of Price Hill.

Abel, Jairo's father, asked to be part of Promoting Our Preschoolers (POP) program because he was concerned about his son's language skills. Jairo used very few words to communicate, and the majority of the times he used signs. Jairo also had some developmental and behavioral issues that indicated a need for a full scale evaluation.

Soon after enrolling in POP, Jairo received a thorough evaluation with Cincinnati Public Schools. The results showed a language delay which allowed Jairo to enroll at Dater Montessori School in Price Hill. Jairo's dad loved having a POP family advocate to support him so much that he now wants to participate with his younger daughter as well.

Jairo showed big progress during the time he participated in the POP program, and now he has acquired a large vocabulary which is making communication with the family easier.

Not only did Jairo's family have better opportunities when they came to the United States, but they also had the unique resource, Santa Maria. It helped make the transition even better and helped their children thrive.



In 2010, cognitive/language development of 96 children in Promoting Our Preschoolers program was assessed age appropriate or identified eligible for IFSP (Individual Family Service Plan) or IEP (Individualized education plan). 183 children were on track with their immunizations.

Affordable Housing

Charlotte came to the Affordable Housing program with a looming court date for an eviction. She was not being evicted for failure to pay her rent. In fact, she has a Housing Choice Voucher and pays just 30% of her income for housing costs. However, her apartment had failed its annual inspection, and the housing authority had stopped making its payment to the property owner. The upcoming eviction decision would be critical, and Charlotte was afraid that if she was evicted she would lose her voucher. If she lost her voucher, she would not be able to afford market-rate rent with the wages she made as a waitress at a diner. She feared the worst: that she and her teenage son would be homeless. After Charlotte met with a caseworker to complete a household budget and set up an eviction prevention plan, Santa Maria paid \$300 to have the eviction dismissed. We then connected Charlotte with a trusted Price Hill landlord who offered her a new apartment with better conditions. As a result of her budget meeting, Charlotte realized that the income she had coming in was not enough to meet her expenses and so she picked up an additional shift at work. With this "secondary set of eyes" looking at her budget, Charlotte became more aware of how she needed to spend her money. She was able to become more financially stable and set monetary goals for the future.



In 2010, 132 families were stabilized in their housing, i.e. retained housing for six to nine months. 83 individuals/families were able to maintain a budget (pay bills on time) as a result of Best Budgeters project.

Wellness

Betty Crittendon came to Santa Maria's Senior Wellness Site with a dangerously high blood pressure. She was at risk for a stroke, even though she said she felt fine. The nurse recommended Betty go to the ER right away, as she did not have a clinic, but she did not want to go. In addition to not realizing the severity of her condition, Betty was hesitant to see a doctor because of concerns about the cost of the possibly necessary prescriptions. After discussing the options for prescriptions, we talked with Betty about getting a doctor's appointment. The only appointment she could get was in six weeks. She had mentioned that she was on the waiting list for a clinic, so we called her preferred clinic together. Santa Maria's Health Advocate spoke to a nurse, mentioning it was possibly an emergency situation, and they gave her an appointment for the closest Monday. Afterwards, we talked about transportation options and Santa Maria's Prescription Assistance Program. Initially, Betty was skeptical that anything was even wrong with her. However, after learning more about the topic and her condition, she realized she could have serious health complications. She became concerned and proactive about taking care of herself, becoming excited and empowered in knowing there were resources to overcome her barriers. She was very grateful, not only because we helped her care for her health, but also because we assisted her in learning how to advocate for herself.



In 2010, 180 individuals with symptoms of medical conditions got preventive care and/or treatment with health care provider within six months of participation in the program.

Youth Development

Rachel and Mark Johnson were both referred by Oyler School to Santa Maria's Building Youth Assets Program for troubling school attendance rates of 75%. As Rachel and Mark, and their mother, Barb, got involved in the Program, they were able to understand the barriers that got in the way of the kids attending school regularly. The first barrier was transportation. The family lived outside of Oyler's School District, and bus transportation was not available. A neighbor had been transporting the children until her car broke down. The program provided Metro bus cards for Rachel and Mark, and regular meetings took place with the family. Gradually trust between Youth Program social worker and the family developed. Next, both Rachel and Mark were enrolled in a support group that focused on building conflict resolution and peer resistance skills. Furthermore, as the family began to spend more time with the Program's social worker, Barb revealed that she was in an abusive relationship that greatly affected the family. Soon, Barb and the kids were able to get into the battered women's shelter, Barb was able to find a work opportunity at the neighborhood center. Overall, the program significantly improved the quality of life for the family by addressing each barrier, in addition to improving the kids' attendance rates: they were at school more than 80% of the time.

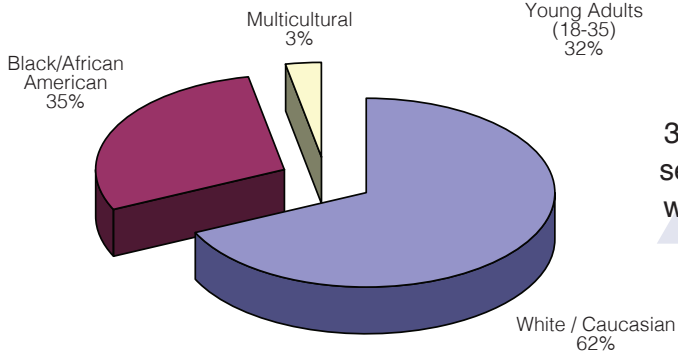
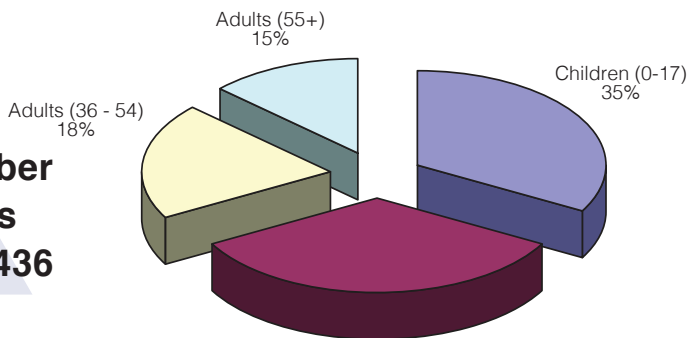


In 2010, 28 youth increased their school attendance by 10%.



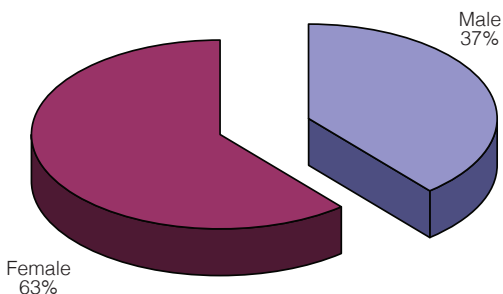
WHO WE SERVED IN 2010

**Total number
of clients
served: 4,436**



**34% of clients
served in 2010
were Hispanic**

**93% of clients
who disclosed their
income were from
low income families**

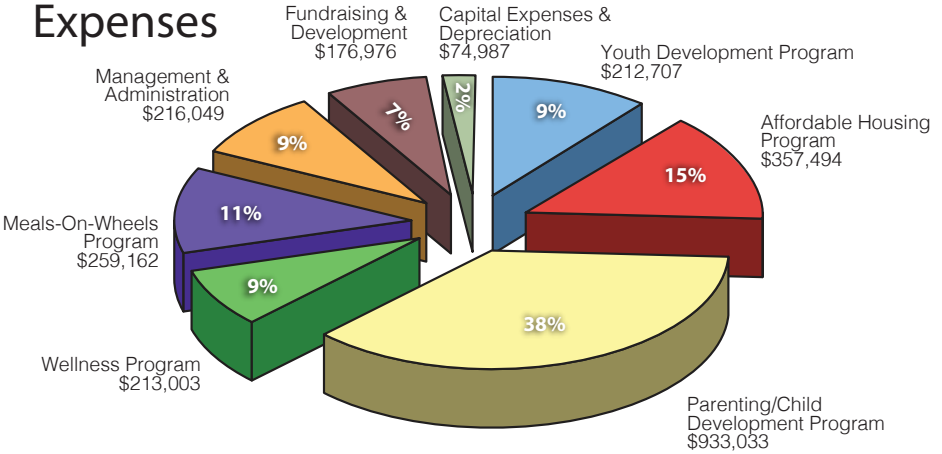


Program Services for:	Clients
Wellness	1,279
Early Childhood Development/Parenting	976
Affordable Housing	986
Youth Development	805
Meals-On-Wheels	210
International Welcome Center	180
Total Number of Clients Served	4,436

Income

Funding Source	Amount	% of total
United Way of Greater Cincinnati	\$840,000	34.01%
Government Agencies	\$821,785	33.28%
Contributions	\$712,599	28.85%
Program Service Fees	\$28,231	1.14%
Special Events (net of Expenses)	\$22,656	0.92%
Investments and Miscellaneous Income	\$44,317	1.79%
TOTAL	\$2,469,587	100.00%

Expenses



TOTAL OPERATING EXPENSES

\$2,443,410

Parenting/Child Development Program includes International Welcome Center

Net Assets at End of Year

Unrestricted	\$511,296
Temporarily Restricted	\$240,344
Board Restricted	\$236,602
Permanently Restricted	\$7,000
Total Net Assets	\$995,242

Our Focus

- Children and Youth through high school have the foundation, resources and encouragement to succeed in school
- People have affordable, quality housing, financial education, and access to employment services
- People access health education and screenings and connect to appropriate resources to maintain health and well being

Our Programs

Wellness

- Wellness sites
- Bienestar

Meals-on-Wheels

Early Child Development/ Parenting

- Every Child Succeeds
- Promoting Our Preschoolers
- Family Child Care Provider Training and Support

Affordable Housing Program

- Tenant Education
- Financial Education
- Homelessness Prevention
- Housing Access Support
- Conditions Advocacy

Youth Development

- Truancy reduction at Oyler School
- Violence Prevention
- Alcohol and Drug Prevention/Education
- Leadership Development
- Coordination of Community Learning Center programs at Carson School

International Welcome Center

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Sedamsville Seniors

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3301 Warsaw Avenue
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(513) 557-2700

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Santa Maria Community Services provides Greater Price Hill resident with educational tools and resources to build strong families, promote healthy residents and foster neighborhood revitalization. For more than 113 years Santa Maria has helped families help themselves.

