

IMPACT REPORT

2019-2020

Rooftop of Virginia CAP

206 North Main Street

PO Box 853

Galax, VA 24333

Serving the city of Galax and the counties of Carroll and Grayson.



A message from the Board of Directors Chairperson and Executive Director.

Rooftop of Virginia CAP opened its doors in the Twin Counties in May 1965. Through our dedication to our mission, positive changes have occurred in the lives of our customers. We believe that by improving the lives of people, we will also strengthen our community.

We feel that a cradle to grave approach to serving others is the key to creating successful growth. Our programs and services focus on identifying and seeking to eliminate barriers that hinder customers from reaching goals that will better their lives and their futures. We consistently work to recognize needs and provide innovative ways to address them. Our services work in unison to serve the whole family. Rooftop of Virginia CAP does not just apply the bandage to the wound of poverty, we are creating the healing change that will lead to long-term success.

The latter part of our program year brought about changes that our area has never experienced. The global pandemic caused by the coronavirus has affected our rural service area heavily. One of our localities, the city of Galax, became known as a “hot spot” due to the amount of positive COVID-19 cases per capita. Closures of businesses, increases in the unemployed and decreases in income generated an influx of customers that we have never served in prior years. We strengthened our resources, rolled up our sleeves and began to help meet the needs of our customers. This required us to think creatively and quickly in order to ensure safety and helpful service to those in need. We are extremely proud of our staff for working as a team with not only one another but also with our partners within in the community. Our strong partnerships are key to our agency’s success.

We will carry with us the drive to provide innovative and life-changing services to the residents of the Twin Counties. It is our hope that Rooftop of Virginia CAP will inspire you to create positive change and be a champion in your community.

David Hutchins
Chairperson

Vicki Myers
Executive Director

2019-2020

In partnership with our communities, Rooftop of Virginia CAP empowers individuals and families by offering and facilitating resources to achieve economic and social independence.



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Many thanks to our Weatherization Crew for installing our new ramp.



We repurposed a Head Start bus to use for all agency activities.

Our Year in Numbers



364 households obtained safe & affordable housing



322 children demonstrated school readiness and positive growth



2,558 books were distributed into the community to increase access to literacy sources



28 senior citizens improved nutrition & socialization needs



26 homes increased safety, accessibility & energy efficiency



331 parents improved their parenting skills



24 middle schoolers were high school & career ready



257 partners worked with Rooftop to create change for customers



\$130,500 was saved in by customers in tax preparation fees



6 new job positions were created within the agency
(Rooftop has almost 90 employees)



488 households avoided utility termination



19,371 hours were given by volunteers

During the program year 2019-2020, Rooftop served 1,367 households encompassing 2,864 individuals. A total of 88% of those households are under the 200% federal poverty guideline. A family of four in that income range earns less than \$50,000 annually. Statistics (2010 US Census) indicate that almost 20% of the area's population lives in poverty.

A Pandemic Creates Change

Our agency has prided itself on the ability to plan and implement programs and services that increase current and future successes for customers. No one planned for a global pandemic or the repercussions that it would bring.



While the effects of the coronavirus will be felt for some time, our agency has used this game-changer as a way to enhance, engage and energize our policies, staff, board of directors and partners. We have been forced to think outside-the-box in order to continue to provide services in a world that suddenly shut down. We offered virtual services through many of our programs. Staff members delivered needed materials and items to porches. Our board began offering virtual meeting capabilities. We sought out collaborations with partners in order to ensure the resources were available to those in need. Our agency increased work-from-home capabilities. With all of these changes, we feel that we will be better prepared for any future disasters.



Thinking of staff and customer safety, we provided access to safety gear, such as masks and sanitizer, and increased sanitation efforts by obtaining regular cleaning services and equipment to “deep clean” our facilities.

In response to COVID-19, we have developed an Infectious Disease Plan that will allow us to be prepared for current and future safety issues. Training and ongoing information is provided to all staff.



ACCESSIBILITY

Installing locked drop boxes and door bells and implementing virtual options for services has enabled us to maintain the level of services in which our customers have been accustomed all while keeping safety as the utmost priority.

Even in the midst of chaos, our staff sprang to the challenge and adapted to a new “normal.” Our agency has only been improved by the changes that the pandemic created. We are so appreciative of our dedicated staff, board and partners.

Housing Programs

This program year brought about a restructuring of programs and services. All housing programs were combined to provide a more comprehensive and streamlined approach to services.

The [Housing Choice Voucher](#) program provides decent, affordable housing to low-income families and individuals. The program is tasked with helping those eligible with income-based rent amounts and ensuring that homes are safe, sanitary and in proper working order.

COVID-19 Response: Services were never suspended, but the program shifted in how they were provided. Customers conducted business via mail and email. They were also tasked to work with their landlord to conduct annual unit inspections since agency staff were unable to go into the homes. Safety and virtual protocols have been put into place to ensure continuity of program services.



Highlight: Two individuals were able to end their program assistance due to purchasing their own home.



[Weatherization](#) focuses on increasing energy efficiency and safety. Services are based upon audit results that let our crew know what types of repairs or installations are needed in order to meet the goal of more efficient homes. A total of 21 homes in the Twin Counties were completed. [Emergency Home & Accessibility Repair Program](#) (EHARP) increases accessibility and safety to those with urgent needs. The program was able to provide repairs to two customers

COVID-19 Response: Services were suspended due to health concerns in March 2020. The programs began operating again in the summer of 2020 with increased safety protocols, regulations and reporting.

QUICK FACTS

364 Families were enrolled in the income-based rental assistance program.

“We can tell a big difference. Our electric bill went down \$50 a month during the winter.” Weatherization Customer

1 brand new home was provided to a family that previously did not have or failed water delivery and waste disposal systems (Indoor Plumbing Rehabilitation Program).

3 customers were granted loans for home repair with payments based upon their income.

Community & Family Support

What was once our Outreach Department, is now the Community & Family Support Department. New positions were added to provide a more cohesive unit of the agency that focuses on alleviating new, emergent or barrier-creating needs to individuals and families. This department often serves as the hub of Rooftop of Virginia CAP and provides multiple services that encourage positive change and growth.



[Project Read](#) encourages early and continued access to literacy. Studies indicate that by providing literacy materials at a young age, it will increase instances of future school and career success. We get books into our community through initiatives like “Books for Babies” (providing books to new mothers), local events and through our in-house programs. For the program year, we worked with partners like the Galax Police Department to get over 2,000 books into the hands of local children. Many of whom do not have access to home or local libraries.

[Camp SPARK](#) (Students Pursuing Academics, Resources and Knowledge) is provided to rising 6th, 7th and 8th grade children in the Twin Counties. Many of these children are from at-risk homes such as single-parent or foster care. A total of 24 campers were provided with fun and educational resources seeking to increase high school and career-readiness while focusing on choosing positive behaviors.



Emergency services related to rent, utilities and heating are provided on a case by case basis. In response to COVID-19, the need for assistance increased exponentially. Through the generosity of funders, we were able to serve 488 individuals.



The [Senior Citizens](#) group meets twice weekly to encourage nutrition and socialization. Oftentimes, seniors are isolated and might go without sensible diets due to inability to access or lack of funds to purchase food. Our group of 28 seniors love to play games, visit local destinations and spend time together.

COVID-19 Response: We were forced to discontinue our weekly meetings out of concern for this high-risk age group. Staff members conducted regular well-being calls and provided outreach, rain or shine, through activity packets or food boxes. Pictured is a masked, gloved and hooded from the rain, Amanda Funk, providing a food box through a drive-up service.

The [Volunteer Income Tax Assistance](#) (VITA) program has operated for over a decade providing free income tax preparation services. This service helps keep money in already tight budgets. Volunteers provided saved 522 people from having to pay fees in filing their returns.

COVID-19 Response: In-person appointments were suspended and services heavily relied upon our drop-off method. Most volunteers were in at-risk groups and could not continue working. All VITA services were suspended indefinitely when we no longer had the capacity to meet the needs. Even though, our service closed early, we still met 88% of our goal in returns prepared.



Head Start & Early Head Start



Vision: Rooftop of Virginia CAP Head Start families will recognize the value of education for themselves and their children and become confident, contributing citizens in their community.

Mission: Rooftop of Virginia CAP Head Start will provide the highest quality services to children and their families in order to promote school readiness and family engagement.

Head Start & Early Head Start are programs that promote the school readiness and healthy beginnings of children by enhancing their cognitive, social and emotional development. These programs provide a learning environment that supports children's growth in: language and literacy, cognition and general knowledge, physical development and health, social and emotional development, and approaches to learning.

Head Start programs provide comprehensive services to enrolled children and their families, which include health, nutrition, social services and other services determined to be necessary by family needs assessments, in addition to education and cognitive development services. Head Start services are designed to be responsive to each child and family's ethnic, cultural and linguistic heritage.

Head Start and Early Head Start offers center-based and home-based services in Independence, Galax, Cana, Whitetop, and Hillsville.

Average monthly enrollment for Head Start was 100% of actual funded enrollment, including children who are eligible by family income or disability. For the 2019-2020 program year, there were 158 children served by the five Head Start home-based groups and five Head Start classrooms located in the City of Galax, and Carroll and Grayson counties.

Average monthly enrollment for Early Head Start was 100% of actual funded enrollment, including children who are eligible by family income or disability. For the 2019-2020 program year, there were 176 children (17 of those were pregnant mothers). There are five Early Head Start classrooms and six home-based groups.

Out of the total cumulative enrollment number of 322 children in both programs, 90% were income-eligible children served.



And then came COVID-19...

We take pride in our Head Start and Early Head Start programs and continuously strive to make a difference in the lives of our children and their families. When the global pandemic began in March 2020, we were forced to shut down our centers. Teachers were worried about their students and the children missed their friends and classrooms. Staff members began to provide virtual learning through the creation of lesson packets that provided parents and caregivers directions on how to engage and learn with their children. Teachers utilized online resources to remain in touch with their families. The programs also continued to ensure that basic needs were met by providing food services to families.



When the warm weather began, activity baskets filled with outdoor games and exercises were provided to children. Continuous engagement was the key to keeping true to the mission of the program.

Through all of the challenges that the pandemic brought with it, our staff and families worked in unison to provide for the needs of the most important people; the children. This is creating innovative, resilient and caring people.

While the introduction of the coronavirus has provided upheaval and worry, it has also caused a need to think swiftly and surely in order to continue to meet the needs of our area's citizens and those participating in our initiatives. Rooftop of Virginia CAP is appreciative of the efforts of all staff to quickly adjust and adapt to new changes. Their dedication to their professions and the community is evident in everything that they are able to accomplish.

POLICY COUNCIL

(Comprised of 51% of parents)

President - Kacey Dalton

Vice President - Angel Davis

Secretary/Treasurer - Heather Webb

Community Representatives

Ted Merry - Board of Directors

Wanda Lawson - Department of Social Services
(Carroll)

Pam Horton - Department of Social Services
(Galax)



Our training sessions are looking different these days. We have implemented numerous safety protocols to ensure a healthy staff.

Program Statistics for 2019-2020

School Readiness – Percentage of 4 year olds who met/exceeded the School Readiness Guide.

| Domain | Fall 2019 | Spring 2020 |
|------------------|-----------|--|
| Social/Emotional | 67% | No outcomes collected due to shutdown caused by pandemic (March – September 2020). |
| Physical | 72% | |
| Language | 72% | |
| Spanish Language | 50% | |
| Cognitive | 71% | |
| Literacy | 61% | |
| Spanish Literacy | 50% | |
| Math | 61% | |

Enrollment

| Program | Site | Classroom | Home-Base | Enrollment | Age |
|------------------|-----------------------|-----------|-----------|------------|-----------------------------|
| Early Head Start | Galax | 2 | 3 | 50 | Pregnant to 3 years of age. |
| | Independence | 1 | 1 | 20 | |
| | Hillsville | 2 | 2 | 38 | |
| | Funded Enrollment | | | 116 | |
| | Cumulative Enrollment | | | 167 | |
| Head Start | Galax | 2 | 2 | 58 | 3-5 years of age. |
| | Cana | 1 | | 17 | |
| | Hillsville | 1 | 1 | 30 | |
| | Independence | 1 | 1 | 29 | |
| | Grayson-Highlands | | 1 | 9 | |
| | Funded Enrollment | | | 145 | |
| | Cumulative Enrollment | | | 155 | |

Eligibility Characteristics

| Total of 334 Participants | Foster Child | Homeless | Income below 100% | Income 100<130% | Over Income | Public Assistance |
|---------------------------|--------------|----------|-------------------|-----------------|-------------|-------------------|
| EHS | 0 | 1 | 118 | 16 | 18 | 5 |
| HS | 7 | 6 | 112 | 20 | 11 | 22 |
| Total | 7 | 7 | 230 | 36 | 29 | 27 |

Budget

| Category | Head Start | Early Head Start |
|-------------------------------|-------------|------------------|
| Personnel | \$606,433 | \$739,057 |
| Fringe Benefits | \$175,507 | \$243,208 |
| Supplies | \$33,366 | \$50,736 |
| Contractual | \$17,732 | \$19,910 |
| Other | \$132,282 | \$107,864 |
| Training/Technical Assistance | \$18,230 | \$29,550 |
| Indirect Costs | \$101,274 | \$123,422 |
| Federal Share | \$1,085,867 | \$1,315,022 |
| Non-Federal Share | \$271,467 | \$328,756 |

USDA Reimbursement

| | |
|------------------|----------|
| Head Start | \$54,586 |
| Early Head Start | \$27,109 |
| Total | \$81,695 |

Agency Financials

Revenues

| | |
|-------------------------------|-------------|
| Grant Reimbursement Contracts | \$3,274,837 |
| Program Income | \$5,860 |
| Donations | \$39,725 |
| Interest Income | \$545 |
| Miscellaneous Income | \$12,509 |
| In-Kind Contributions | \$66,757 |
| Copier Income | \$4,901 |
| Local Revenue | \$18,048 |
| Total | \$3,423,182 |

Expenses

| | |
|------------------------|-------------|
| Head Start | \$1,104,523 |
| Early Head Start | \$1,235,435 |
| CSBG | \$176,566 |
| TANF | \$82,920 |
| Weatherization | \$59,188 |
| LIHEAP | \$173,724 |
| VHDA | \$117,374 |
| IPR | \$2,207 |
| LCEF | \$32,136 |
| Other Program Services | \$126,786 |
| Management & General | \$294,825 |
| Total | \$3,402,684 |

Rooftop of Virginia CAP extends much appreciation for the generosity of all the funders, donors and volunteers. Their dedication to our mission is evident in the support that they offer.





*Igniting Futures,
Improving Lives,
Building Communities.*