



Pikes Peak Community Action Agency

Fighting Poverty — Bringing Hope — Changing Lives

It is the policy of the United States to eliminate the paradox of poverty in the midst of plenty in this nation by opening, to everyone, the opportunity for education and training, the opportunity to work, and the opportunity to live in decency and dignity.

President Lyndon B. Johnson, 1964

IDA Client Opens Art Gallery in Downtown Colorado Springs



Jennifer Hanson has always been a self-motivator – and she has discovered with the help of Pikes Peak Community Action Agency that she is one savvy business woman. Early on in her professional career, Jennifer realized family funds were not going to stretch far enough for her to go to college to study art, particularly during the 1980s recession. She, however, was determined to “buckle down and do what you have to do” to pursue her dreams: She worked multiple jobs in high school, saving enough funds to pay cash for her first university semester. Over the years, Jennifer walked a tightrope artists often do, sometimes working a separate full time job, but always determined to return to her art as her mainstay. In 2008, when her ability to make it as a professional potter, artist and business woman was newly challenged, she found a dynamic solution through Pikes Peak Community Action Agency’s Individual Development Accounts (IDA) matched savings program. In April, 2009, Jennifer opened her independent Spinning Star Studio in the acclaimed Cottonwood Center for the Arts. She is forging forward in her business, with kilns and production and promotional materials purchased through IDA’s four to one match – clients at or below 200% of the Federal Poverty Level save up to \$1,000, and PPCAA contributes \$4,000 for an investment in a business, a home purchase, or education. Jennifer said the required business plan training empowered her to get “secure as an artist with numbers...I learned to speak the numbers language...figuring out how to break even, teaching myself computer skills...and then figuring out that just breaking even is no fun, you want to make money!” Now Jennifer is combining teaching, kiln firing, distributing specialty New Mexico tools and her own pottery production and sales to build a sound, well rounded business that combines “multiple ways of earning a living.” After hours, Jennifer is dedicated to helping individuals struggling with depression and other mental health challenges heal – through art. She works with the Depression and Bi-Polar Support Alliance, Fort Carson’s Medical Processing Company division and the Concrete Couch, hosting a once a week drop-in class for their affiliated clients. “I want to use the space I have to help other people. So many people have helped me get to where I am, I need to give back. Our world is pretty depressing. I can’t change that, but I can make a difference with a few people here, and then trust that just spreads out.” To see Jennifer’s art visit her website at www.spinningstarstudio.com.



“Serenity and Strength”

MISSION STATEMENT
To increase the capacity of low-income individuals and families to be self-sufficient.

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Save the Date

September 19, 2009, 6pm

Norris Penrose Event Center

Featuring DotSero

and Encompass Jazz Band

CEO LETTER: THE SAFETY NET



I am out in the community almost daily, and when I talk about PPCAA most people say, “Who are you and what do you do?” Folks are surprised to hear that PPCAA has been serving El Paso County Citizens for 45 years and has helped tens of thousands of households remain, or become, self-sufficient. PPCAA continues to serve nearly 18,000 citizens per year, and during these tough economic times our demand is about 20% above previous “non-recession” years. We simply “get on with it”. Through our unique and innovative programs we find creative solutions to serve vulnerable families by providing a hand-up, not hand-outs. Most of our families are otherwise stable households, working paycheck to paycheck, that have suddenly found themselves in crisis for one reason or another. PPCAA steps in to stabilize these families and help them stay on the path towards self-sufficiency, or get on the path, and avoid having to apply for welfare. In short, we are the county’s safety net.

Unfortunately, the safety net has been stretched considerably during these tough economic times, yet we are continuing to meet the need. PPCAA is doing everything from stabilizing households with rent, utilities, rehab, medical assistance, IDs, food, clothing, transportation, job skills training, income tax assistance, matched savings programs, and post-secondary education. Every case is unique, and we are flexible enough to handle each case on an individual basis and develop a plan that will have the most significant impact, with measurable outcomes and successes. We are not an entitlement agency. Our clients know that when we help them we expect them to “help themselves” and develop a plan to avoid being in crisis again next month, or next year. We walk with our clients, and sometimes carry them, but they all know this is a “quid pro quo” – They do something, we do something, and together we bring true and lasting self-sufficiency to our families and our community.

So far in 2009, we have had the following results as we continue to fight poverty on the front lines throughout El Paso County.

Ten clients have obtained their Certified Nursing Assistant Degrees through our Transitions to Independence Program resulting in an average increase in salaries of 44%.

One client has purchased a first home, three have started small businesses and one has completed post-secondary education through our matched savings Individual Development Accounts (IDA) Program.

Eleven “at-risk” teens have stayed in high school and have received over \$21,000 in tuition assistance through our Youth Education Savings Program.

Over 2500 households (nearly 7,000 people) received over 4,000 services and have been stabilized through our Family Stabilization Services.

Over 160 clients were served through our Volunteer Income Tax Assistance Program, resulting in over \$180,000 in State and Federal refunds to clients in El Paso County.

The entire PPCAA team (Volunteers, Staff, and Board) has been instrumental in achieving these outcomes. We remain passionate & committed to our mission. Together we will continue to work hard to help our fellow citizens through these tough economic times and remain truly self-sufficient. Isn’t it nice to know that the safety net is here and working to support our fellow citizens every day?!

Respectfully,

Jim Faber

James A. Faber, CEO

MEET LORRAINE STEJSKAL

Pikes Peak Community Action Agency (PPCAA) is proud to celebrate our star volunteer, Lorraine Stejskal, who recently received a Presidential Service Award from the Center for Non-Profit Excellence for her eight years-long commitment to PPCAA's Billie Spielman Center located on the West Side of Colorado Springs. Lorraine was also nominated for a prize in the adult individual category. Lorraine helps the BSC staff provide emergency utility, food, clothing, medical prescription, identification, tax preparation and budget counseling services to thousands of Colorado Springs individuals each year through our Family Stabilization Services (FSS) program. In 2008, FSS reached out to over 17,500 individuals, through the BSC as well as through PPCAA's rural centers in Fountain and Calhan. The BSC has lovingly been referred to as a "human services Emergency Room" – and Lorraine has been an instrumental part in PPCAA's ability to respond to an ever burgeoning need for this kind of assistance.

Lorraine worked as a pediatric nurse at Memorial Hospital – she was a long-time hospice volunteer, but decided to change gears after retirement. Lorraine made a commitment to volunteering at the BSC in 2001 after she delivered clothing and food she had collected through a drive at her local church. She has since put in between 15-20 hours a week, sometimes more if the center is extremely busy. Lorraine is in charge of organizing the clothing room. She always goes the extra mile – for example, space at the BSC is scarce, so Lorraine stores off season or extra clothing in her garage. She has things so well organized that she will keep track of particular requests from clients for specific items – and then she will hold an item when it comes in and contact the client. She treats clients with the utmost dignity and respect, which is truly a gift for people who are undergoing the stress of an economic crisis, many who are asking for help for the first time ever. Lorraine coordinates donations and is always willing to transport them to the BSC. She is always willing to answer the phones, greet clients and help them with paperwork, and she is skilled at making referrals to other agencies or churches.



Left to right: Josie Rodriguez, Stella O'Leary, Barbara Peterson, Lorraine Stejskal, and James Faber

Lorraine is one of PPCAA's "grassroots fundraisers" – spreading the agency story wherever she goes and even asking for donations! In addition to giving her time, Lorraine also makes consistent monetary donations to the BSC. Lorraine's compassion and problem solving skills are powerfully illustrated by a recent project she spearheaded. In early 2009, Our House, Inc., which works with developmentally disabled children from Harrison School District, was seeking a non-profit where their young clients could volunteer. Lorraine immediately rose to the occasion! Now, every other Monday, a group of children and their supervisors come to the BSC to help out Lorraine. She helps the kids learn new skills and take pride in their contribution to PPCAA. Besides giving time to PPCAA, Lorraine has been a faithful 13-year overnight host for Interfaith Hospitality Network; she delivers food to seniors via SHARE Colorado; and she is Worship Chair on the Board at her church. She is always willing to do more or whatever needs to be done, always with a joyful heart.

BOARD OF DIRECTORS

Welcome to our new board members! As director of the Office of the President at Colorado College, **Beth Brooks** brings experience in institutional governance, writing, management, and fundraising. Her community service has always been focused on helping low-income and at-risk people, especially young children. **Ralph Ledwig** comes to the PPCAA Board after a thirty year career in pipeline operations management and engineering with Colorado Interstate Gas Company. Ralph is a forty year resident of Colorado Springs. Ralph's service on the board is motivated by PPCAA's mission of bridging people in difficult situations to a better and self sufficient future. **Bryan Seale** brings the experience of 21 years of service in the U.S. Coast Guard as a rescue helicopter pilot, additional federal service and real estate brokerage. He is enthusiastic about making a personal contribution to the work of PPCAA. **Jim Woolsey**, CFO of Land Visions, LLC, a real estate investment company, is a native of Calhan and has served as a volunteer EMT at the fire department and as president of the school board there. He is excited about serving PPCAA, particularly in Eastern El Paso County.

Mr. Antonio Barnes

Maile Foster

Mr. Bryan Seale

Ms. Beth Brooks

Mr. Ralph Ledwig

Mr. Greg Snyder

Ms. Deborah Davis

Ms. DeAnne McCann, Secretary

Ms. Denise Sulski

Ms. Kimberly Dean, Treasurer

Ms. Bobbie Moore, Vice President

Mr. James Woolsey

Mr. Michael Deen

Ms. Cheryl Schnell, President

PROGRAM OVERVIEWS

The Family Stabilization Services (FSS) program addressed the emergency needs of 6,134 households in 2008, providing nearly 19,500 services. FSS is designed to meet immediate needs such as rent or mortgage, utilities, food, medical prescriptions, assistance with obtaining a valid identification, housing rehabilitation, transportation and budget counseling to solve problems that might threaten a household's progress toward permanent self-sufficiency. Many of our FSS clients are otherwise stable households that find themselves in crisis due to some unplanned and unfortunate event. PPCAA stabilizes these families with rapid and effective services so they can get back on the road to self-sufficiency.

The Youth Education Savings Program (YES) is the only program of its kind in El Paso County and only the second in the state of Colorado providing a matched savings plan for "at risk" youth to help them stay in the educational system. YES helps youth (16-18 year olds) avoid dropout and finish high school by providing them with fiscal and personal accountability training and matched savings for educational assets purchases. We provide a 2 to 1 match (up to \$4,000 from PPCAA) for a potential \$6,000 investment per youth.

Assets for Independence (Individual Development Accounts) program addresses the issue of self-sufficiency and poverty elimination through the innovative approach of asset acquisition. The IDA program is a matched savings program that offers savings incentives, for lower-income individuals and families to acquire a first home, pay for post secondary education, or start-up or expand a small business. For every dollar a client saves, PPCAA provides an additional four-dollar match. Program participants may save up to a maximum of \$1,000 to have it matched up to a maximum of \$4,000 giving a total of \$5,000.

The Transitions to Independence Program (TIP) is a goal-setting self-sufficiency program utilizing intensive one-on-one case management to help low-income people attain higher education and job skills. The TIP program focuses on individuals who are under-employed, lacking education, under skilled and at or below 185 % of the federal poverty level. Services offered to participants include education assistance, job coaching, transportation, uniform assistance, testing costs for licensing and certification, and many other services. Program graduates have become certified nursing assistants, mechanics, cosmetologists, teachers, financial planners, radiologists, etc.

CENTER UPDATES

Walt-Fortman Center (Fountain, CO)

Serves Fountain Valley residents

Emergency and Self-Sufficiency Services

Home Repair and Rehabilitation/ Energy Weatherization

food from Fountain Mesa Curves food drive which was quickly sorted and stocked on the shelves for emergency food distribution. WFCC also received an extraordinary amount of commodities at the end of April and hosted a large distribution day. We were very fortunate to have the help of Fountain Fort Carson School's Lorraine Secondary School Appeals Court class volunteers. The eleven students and their teacher Miss Erin Lewis followed all of their principles of good behavior and citizenship – "Prompt, Prepared, Produce Participate, Pride, Positive Mental Attitude, and Polite." Those kids probably had sore muscles for a week! Without them, we would have never gotten the 200 families needing food in and out as efficiently as we did. Spring means awesome community gardens – the tomatoes and green beans are aching to bring forth fruit for those in need. If you have any sprinklers or plants you want to donate please drop them by and help care for the plants. Kudos to all of our wonderful volunteers for their incredible dedication. We have several other needs: Used conference tables or heavy duty folding tables, chest freezers, School supplies, BIGTIME! Notebooks, backpacks, pens, etc...or monetary donations to help our Fountain Valley Youth be ready to learn and be terrific future citizens in our community!

In the past few months, the Walt Fortman Center has seen a profound increase in need, particularly from clients who probably, given different economic circumstances, would not *ever* need to seek our help. That said, we are grateful for the ways in which our community has responded to this need – we are truly coming together. We received 500 pounds of



Billie Spielman Center

Located in the Buena Vista Elementary School

Emergency and Family Stabilization Services

The Billie Spielman Center moved after many years of occupying the Northwest part of West Middle School. Beginning in August this part of the building will be the new West Elementary K-5 School. The Center will be moved to the east building of Buena Vista Elementary School which will be one of the D-11 schools closing at the end of May.

PPCAA will continue their partnership with the City of Colorado Springs and will still be part of the West Center of Intergenerational Learning.

The staff of the Billie Spielman Center has been steadily unpacking and getting settled into their new location, 1616 W. Bijou Street, and are already back in action helping clients get the critical services they need.

CENTER UPDATES CONTINUED

Norvell Simpson Center

Located in the Hillside Community Center

Transitions to Independence Program (TIP)

Save Up to Step Out (IDA) Program

Youth Education Savings (YES) Program

Lisa Edgar joins the PCCA team as the Director of Programs/TIP Program Manager and brings a diverse background of over 20 years in advertising and marketing; ranging from leadership within large national organizations, to operating her private company for a decade. Lisa is passionate about non-profit work, and has worked with several organizations both as a volunteer and as a consultant.

Angela Moran joins us as the Youth Education Savings Program Manager and is responsible for all aspects of the day to day operations of the program. Ms. Moran has a Master's degree in Public Affairs/Public Policy and a Bachelor's degree in Communications/Philosophy and Law. She has dedicated her life to serving the community by volunteering for several organizations.

Janel O'Hayre joins the PCCA team as a Program Assistant at the Norvell Simpson Center. She was previously a small environmental consulting business owner and has worked in the legal field as a paralegal over the last fifteen years. As an entrepreneur, she has strong organizational skills and enjoys giving back to the community.

TIP & IDA Orientation Dates

***July 9, August 13, September 10, October 8,
November 12, December 10**

At the Hillside Community Center from 1:00-2:00pm

***July orientation will be from 6-7pm**

925 South Institute

Eastern El Paso Center (Calhan, CO)

Serves Calhan, Rush, Ellicott, Peyton, Hanover and Yoder

Family Stabilization Services

Domestic Violence Assistance (TESSA)

Home Repair and Rehabilitation /Energy Weatherization

The Eastern El Paso Community Center was abundantly blessed once again with an outpouring of support for our Holiday Programs. Thanksgiving food baskets were distributed to 85 families. Christmas was extremely spectacular. Food baskets were distributed to 112 families. Gifts were provided by sponsors to 53 teens and 155 children received toys. Mr. & Mrs. Jim Wear of Pro Promotions in conjunction with USMC Toys for Tots literally provided a truckload of toys for the distribution. The toys were collected at the 21st annual High Country Toy Run which is heavily supported by the Southern Colorado motorcycle community. Accolade Homes of Calhan once again conducted a tremendous toy drive. Plans are in order to strengthen these great relationships. None of these special programs would be possible without the tremendous support of the Calhan Ministerial Alliance and its member churches, along with the Eastern Plains community at large. It is such a privilege to be part of such a supportive and caring community. The volunteers were absolutely awesome at putting all of these activities together and making them run in such a smooth orderly fashion. The warmth and joy they exuded were tremendous. This phrase may be a little worn, but this community truly puts the action in Community Action.

Spring is definitely in the air at the Eastern El Paso Community Center. The moisture we have received coupled with the warmer weather has given hope to clients as well as the staff and volunteers. Utility bills are more manageable, allowing for a more equitable distribution of the income available, and the light at the end of the tunnel seems a little brighter. Numerous requests have been made for letters of referral to the Mountain View Electric Round-Up Committee which will be meeting in May. The Round-Up Fund is an extremely valuable resource for both the agency and our clients. Brightly colored T-shirts hang throughout the center in recognition of April being Sexual Assault Awareness Month. The Clothesline Project bears witness to violence against women.

The shirts, created by TESSA clients and supporters, contain messages and images depicting the stories of those who have survived sexual assault as well as testimonials that memorialize those who did not survive. The messages are poignant and the graphics display great artistic talent. Requests for emergency food assistance have increased each month. The number of families served through the USDA TEFAP program grows dramatically each month. In the month of April, nearly 200 households received assistance through this program, compared with 130 families in April 2008. Again, we are extremely grateful for a program that helps so many of our clients. We look forward to summer and the abundance of produce local gardeners provide to the center.



COULD YOU PLEASE DONATE...

- Personal care products: diapers, soap, facial tissue, toothpaste, shaving cream, laundry soap, feminine hygiene products, razors, deodorant, shampoo, toothbrushes, toothpaste, dish soap, P38 can openers
- Nonperishable Food Items
- Top loading/Chest freezer
- Brand new Copier
- Brand new Fax Machine
- Office Partitions
- Carpet
- Fans
- Digital cameras
- LCD Monitors
- Laser/Color Printers

TO SUPPORT OUR CENTERS?

**Pikes Peak Community Action Agency
722 S. Wahsatch Ave
Colorado Springs, CO 80903
www.ppcaa.org**

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| Carl George Bjorkman Foundation | JP Morgan Chase |
| Book's Automotive | The Leighty Foundation |
| Bruni Foundation | The Marson Foundation |
| Colorado Springs Rotary Club Community Service Fund | Luther T. McCauley Charitable Trust |
| Colorado Springs Utilities Focus Fund | Mountain View Roundup Fund |
| Colorado Rockies | Olivero Foundation for the Fine Arts |
| The Colorado Trust | The William & Betty Osborne Trust Fund |
| The Daniels Fund | Pikes Peak Community Foundation |
| Deluxe Corporation Foundation | Pikes Peak Community Leadership Fund |
| Joseph Henry Edmondson Foundation | Pikes Peak United Way |
| El Paso County Department of Human Services | Remarc Vending |
| El Paso County Housing Trust | Sam's Club |
| El Paso County Physicians Foundation | State of Colorado DOLA |
| El Pomar Foundation | Tuscany Day Spa and Salon |
| Emergency Shelter Grant | US Bank |
| Empty Stocking Fund | The WalMart Foundation |
| Energy Outreach Colorado | The Webb Family Fund of the Pikes Peak Community Foundation |
| ENT Federal Credit Union | Whole Foods Market—Pikes Peak |
| The Esther M. & Freeman E. Everett Charitable Trust | Women's Foundation of Colorado |
| Federal Emergency Management Agency | |

FOR YOUR CONTINUED SUPPORT!