2010 Performance Summary

Helping Families Help Themselves… Since 1897
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 H.A. Musser, Jr.
Board Chair President & CEO

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

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

<table>
<thead>
<tr>
<th>Program Services for:</th>
<th>Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wellness</td>
<td>1,279</td>
</tr>
<tr>
<td>Early Childhood Development/Parenting</td>
<td>976</td>
</tr>
<tr>
<td>Affordable Housing</td>
<td>986</td>
</tr>
<tr>
<td>Youth Development</td>
<td>805</td>
</tr>
<tr>
<td>Meals-On-Wheels</td>
<td>210</td>
</tr>
<tr>
<td>International Welcome Center</td>
<td>180</td>
</tr>
<tr>
<td><strong>Total Number of Clients Served</strong></td>
<td><strong>4,436</strong></td>
</tr>
</tbody>
</table>
### Income

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

- **Management & Administration** $216,049 (9%)
- **Meals-On-Wheels Program** $259,162 (11%)
- **Wellness Program** $213,003 (9%)
- **Fundraising & Development** $176,976 (7%)
- **Capital Expenses & Depreciation** $74,987 (3%)
- **Youth Development Program** $212,707 (9%)
- **Affordable Housing Program** $357,494 (15%)
- **Parenting/Child Development Program** $933,033 (38%)

**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
• 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 Focus

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
Circle of Friends ($1,000+)
Anonymous
Paul and Rita Arling
Robert Castellini
Elder High School
W. Brian and Anne Gibler
James Giety
The Health Foundation of Greater Cincinnati
Edward and Joann Hubert
LPK
Ann and Glenn Miller
Ted and Jan Mitchel
David Raasch
The Thomas Rebold Foundation for Youth Performing Arts
Dorothy Roth
Joe and Sue Sedler
Thomas and Genevieve Sedler
Randy Seeley
Robert and Cherry Staab
WesBanco Bank, Inc.
Virginia K. Weston Assistance Fund of The Greater Cincinnati Foundation
The Edwin Zicka Fund of The Greater Cincinnati Foundation

Willing Worker ($100-$249)
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AON Foundation
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S. Patricia Marie Bernard, SC
Mary Louise Bihn
Bigg’s
Barbara Bonifas
Jeffrey Branca
Francisco Cortes
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Robert and Mary Fitzpatrick, Jr.
GE Foundation
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Fred Middendorf and John Keegan
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V. Anthony and Juliet Simms-Howell
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Barry Smyth
Souders Financial Services
LaVerne Stautberg
R. Dennis Steele
The Ursulines of Cincinnati
Ernest J. Timperman
Richard and Barbara Traud
Karen Vogel
Janet Weber
John and Ann Weber
Western Hills Doll Club
Lisa Withers
Jessica Woo
Douglas and Virginia Wright, Jr.

Community Builder ($500-$999)
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Mary and Steven Hendy
Scott Marz
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Meshawa Farm Foundation
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David and Patricia Pike
Saint William Church
The Selective Group Foundation
The Spirit of Cincinnati
Paul and Shelaugh Stautberg

Sustainer ($250 - $499)
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Cathedral of St. Peter in Chains
JTM Food Group
Joseph Kiesler
The Kroger Co.
Angela Meyer-Hogan
The Model Group
Price Hill Marathon
Ellen L. Prudent
Mr. and Mrs. Edward J. Rathman
Anthony Reis
Bill and Marge Rellar
Nelson Rosario
James T. and Margaret Schrimpfl
Mary L. Selzer
W. Joseph Williams, Jr.

Contributor ($50-$99)
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Daniel and Colleen Aug
Mildred Barhorst
Nancy and David Black
Valentine Boehm, Jr.
Lee and Margaret Burroughs
Mary Davis
Gregory and Jamie Delorenzo
John and Judy Dominick
Jean Drach
Jean Frolicher
Mary Gribi
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Bernard and Mary Lynne Rapien
Paul and Francis Rappoport
Rosemary Rolfs
Denise Salyers
Denise Sowers
Thomas and King (Applebee’s)
Jim Toerner
Mary Claire Torbeck
Tom and Janet Wernke
Earl and Barbara Williams
Shirley Witterstaetter
Alfred Zeiser

In Memory Of:
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Allan and Patricia Acheson
Anonymous
Richard Alig
Pearl Zinser
Norma Berringer
Carroll Berringer
Arthur Briede
Michael and Donna Briede
James and Helen Broe
Mary Nicolay
Sue Bruegge
Marie Bruegge
Virginia Cavanaugh
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Norma Jean Disbennett
Michael and Carol Snowden
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Anonymous
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John Locaputo
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Nancy and Norman Ferrari
Eileen A. Mitchell
Anonymous
Dorothy Conway Monahan
J. Paul and Martha Conway
Marcella Mulvihill
William and Nancy Remke
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Margaret O’Brien

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Maralyn Rohe
Larry and Arlene Smith

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Ruth Schott

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Sr. Joseph Marion Shappelle

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John and Betty Willenborg

Mimi, Jake and Sydney Wittich
James and Joyce Beckenhaupt

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For the Meals on Wheels Program In Memory of:
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Anne Paff
Lawrence and Judith Paff
Helen Elizabeth Prost
Anthony Reis
Tom and Jenny Schneider
Michael and Julia Spohr
Anna Thornton
Mr. and Mrs. Tom Westrich
Agnes Wilson
Alfred Zeiser
Pearl Zinser

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In Memory of:
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Allan and Patricia Acheson
Employees of the Early Childhood Satellite Office
John Hill Construction, LLC

In Honor Of:
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Anonymous
Christmas
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Douglas and Virginia Wright, Jr.

Sr. Sally Duffy, SC
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Karen Hoeb
Gary Johns

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SC Ministry Foundation

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Jill P. Meyer

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Douglas and Virginia Wright, Jr.

Sr. Mary Virginia Scheiner, SFP
Sr. Arlene McGowan, SFP

50th Anniversary of Hart Pharmacy
Fred and Betty Knodle
Patricia and Ed Linesch
St. Teresa Friday Night Golf League
Kip and Kay Zimmer

50th Wedding Anniversary
Mr. and Mrs. James Olberding
Mary Cathey Olberding

50th Wedding Anniversary
Mr. and Mrs. Charles Shappelle
Bob and Joan Friedmann

Wedding
Joel and Nancy Musser
Nune Krayterman

Birthday
H. A. Musser, Jr.
Nune Krayterman

Rhonda Musser
Douglas and Virginia Wright, Jr.

Designated Gifts
To the Friedmann Fund
Anonymous
Mark and Caroline Friedmann
Paul and Ann Friedmann
Richard and Kathleen Friedmann
Robert and Joan Friedmann
Jack and M. Lynne Marucci

To the Friedmann Fund
Birthdays
Bob Friedmann
Paul and Ann Friedmann
Richard and Kathleen Friedmann

Joan Friedmann
Martha Steele

Bienestar Program
GE Aviation
TriHealth
Bienestar Health Fairs
Cincy Cinco
PNC Bank

Every Child Succeeds
Marija Dunatov and Michael Essen

Home Child Care
The Province of St. John the Baptist Friars

International Welcome Center
The Kroger Co.

Meals on Wheels Program
Episcopal Society of Christ Church

Price Hill Women’s Health Fair
James and Suzanne Hopper

Sedamsville Seniors Program
Sedamsville Seniors

Wellness Program
Mercy Health Partners/Catholic Healthcare Partners
Ruth J. and Robert A. Conway Foundation
St. John’s Westminster Union Church
The Family Medical Group Employees
TriHealth

Wish List
The United Way of Greater Cincinnati

Youth Development Program
Judith Harmony

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AAA Allied Group, Inc. Orphan’s Outing
The Amerigroup Foundation
The Andrew Jergens Foundation
The Bahmann Foundation
Charles H. Dater Foundation, Inc.
The Greater Cincinnati Foundation
The Health Foundation of Greater Cincinnati
Liz Claiborne Foundation
The Daniel and Susan Pfau Foundation
The PNC Bank Foundation
SC Ministry Foundation
Marge and Charles J. Schott Foundation

The John A. Schroth Family Charitable Trust, PNC Bank, Trustee
The Scripps Howard Foundation
The Louise Taft Semple Foundation
The Jack J. Smith, Jr. Charitable Trust, PNC Bank and Karen Wachs, Co-Trustees
The Sutphin Family Foundation

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Table Sponsors
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Cincinnati Hamilton County Community Action Agency
SC Ministry Foundation
Sisters of Charity of Cincinnati
The Health Alliance
Union Institute and University
University Hospital
WinMed Health Services

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Beth Nagy
Robert and Lillian Pfeiffenberger
Anthony Reis

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V. Anthony and Julieta Simms-Howell
Richard and Suzanne Ulrich

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PNC Bank

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Harmony Garden
Legal Aid Society of Greater Cincinnati
Jill P. Meyer
Reis Trucking
SC Ministry Foundation
Sisters of Charity of Cincinnati

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Rosemary Bucher
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Michael and Terri Crofton
Mary Davis
James and Carolyn Dwyer, Jr.
Jean Frolicher
Patricia Frolicher
Barbara Hammersmith
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Arthur and Betty Hunsicker
Delhi Hills Riverview Kiwanis
Barbara Kruetzkamp
John Locaputo
Jeff and Jill Loerich
Tom and Marsha Manner
Ann and Glenn Miller
Vicki Newell
Vicki and David Shelton
Saint Peter in Chains Cathedral
Ruth Mary Stagge
Marilyn Ward Wildermuth
Janet Weber
Lisa and John Weil
Paul Weil
Phyllis Wintzinger
Jessica Woo
Worthmore Food Products
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.