

Jefferson County Community
Action Council, Inc.

2025 ANNUAL REPORT



Helping People.
Changing Lives.



JEFFERSON COUNTY COMMUNITY ACTION COUNCIL, INC.

Serving families in Jefferson County

Presented By:
Rich Gualtiere, Chief Executive Officer

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Mission

The CAC is Continuing A Commitment to restore and revitalize the quality of life in Jefferson County, and move the residents towards self-sufficiency. We achieve this goal by adapting and providing programs that are accessible, affordable, and culturally-sensitive to meet the needs of the community.



Jefferson County
A proud partner of the
American Job Center network



EXECUTIVE DIRECTOR RICH GUALTIERE

The Jefferson County Community Action Council served 5,352 individuals over the course of 2025. This remarkable number reflects our unwavering commitment, especially in the face of significant uncertainty surrounding potential funding cuts. Despite these challenges, our staff remained dedicated to serving our community, staying focused on our mission and ensuring that those in need continued to receive support.

While 2025 presented its share of obstacles, I am optimistic about the year ahead. I am confident that we will continue to rise to the challenge and meet the needs of Jefferson County residents with the same dedication and resilience that define our organization.



BOARD CHAIRMAN SCOTT LOCKHART

The Jefferson County Community Action Council was established in 1965 and is a valued and important organization within Jefferson County. The council's Board of Trustees is comprised of community members with different expertise and experiences. These civic minded individuals are guided by the organizations mission statement and principles in order to meet the ongoing needs of the citizens of Jefferson County. The board's makeup is diverse and the individuals that serve are committed in making the community a better place to live for all residents of Jefferson County. The agency offers a vast number of programs and services to residents who are in need of assistance.

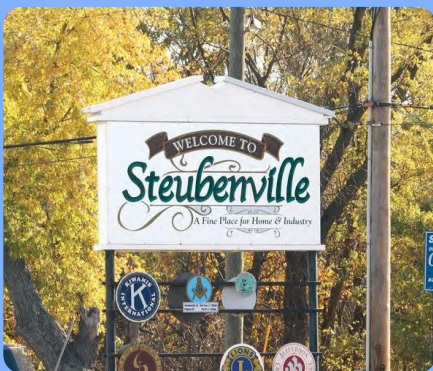
The leadership, staff and employees of the agency are professional, hard-working and caring individuals. The Board is both appreciative and proud of what these individuals provide to so many on a daily basis.

The organization provides services such as H.E.A.P (Home Energy Assistance Program), Workforce Training, and H.W.A.P. (Home Weatherization Assistance Program) to name a few. The agency's leadership is always searching for new programs and services to assist Jefferson County residents. The Board of Trustees will continue to support the leadership team, staff and employees during the upcoming year in order to meet the needs of the residents of Jefferson County.



OUR HISTORY

The Jefferson County Community Action Council, Inc. is a private non-profit organization, established in 1965 – one of a nationwide network of Community Action Agencies. As mandated by federal law, it is operated by a Board of Directors made up of one-third representation from the low-income sector; one-third governmental representation; and one-third private. The Chief Executive Officer, Rich Gualtiere, has served in his capacity since 2024 following the retirement of Michael McGlumphy. Meeting the needs of Jefferson County residents will always be first priority for the CAC; collaboration with other community agencies has become one of the most efficient ways to accomplish this goal. Since the CAC competes for grants to fund its programming, it enjoys the flexibility of designing its services to fit community needs. Most CAC services are offered to Jefferson County residents free of any charge. Programs are based on income-eligibility. All participation in programming is entirely voluntary.



BOARD OF TRUSTEES

Officers:

Scott Lockhart, Chairman
TJ Balint, Vice-Chairman
Toni Moreland, Secretary
Kerry DiDomenico, Treasurer



Members:

Jack Gaylord
Tommy Koehnlein
Beth Rupert Warren
Nate Freeman
Nicholas Demitras
Kimberly Arbaugh
Rose Grimes
Pam Bolton
Richard Cesta
Kaylin Parks
Vance Miller

Community Action Agencies are unique because they are governed by a tri-partite Board of Trustees. Federal law mandates Community Action Agencies to compose a Board with an equal number of members representing the Public (PB) sector, the Private (PV) sector and the Low-Income (LI) Community.

HOUSING PROGRAMS

Homeless Crisis Response Program

The goal of the Homeless Crisis Response Program (HCRP) is to prevent individuals and families from experiencing homelessness and, when homelessness does occur, to provide for emergency shelter operations and to rapidly move persons from emergency shelter into permanent housing. The HCRP is divided into two components: Homelessness Prevention for those living place to place or in overcrowding situations, and Rapid Re-Housing for those experiencing literal homelessness in a homeless shelter or on the street. The CAC works closely with area shelters to re-house shelter residents. Homelessness prevention is limited to households below 30% area median income (AMI) and rapid re-housing activities are limited to households below 50% area median income (AMI).

12 clients served through the Supportive Housing Program



52 clients served through the Homeless Crisis Response Program

Supportive Housing Program

The supportive housing program is permanent housing in which long term rental assistance and supportive services are provided to assist households with at least one member (adult or child) with a disability in achieving housing stability. Participants must be referred from a Homeless Shelter or provide verification of living in a literally homeless situation in order to qualify. Participants are selected through a community wide prioritization process which uses multiple factors to prioritize households with the greatest housing needs.

Homeless Access Point

The Jefferson County CAC serves as an access point for Jefferson and Harrison Counties. A homeless access point is a designated entry point—often a local emergency shelter or community agency—within the Coordinated Entry System where people experiencing or at risk of homelessness can access housing assistance, assessments, and services. These access points are designed to streamline help, ensuring individuals receive consistent care and are referred to the most appropriate housing options rather than navigating complex, fragmented services. They provide a standardized entry point to evaluate immediate needs and determine the best housing resources. Access points connect people with emergency shelters, rapid re-housing, permanent supportive housing, and housing-focused case management.



**19 clients
served
through CAC
Access Point**



SUCCESS STORY HOUSING

Kelly moved to the area last fall to live with family, but the arrangement didn't work out and he ended up staying in a homeless shelter. He was referred to the WIOA CCMEP program at the CAC, where he was enrolled and placed with the agency's Weatherization Department to gain work experience.

With support from HCRP Rapid Rehousing, Kelly was able to secure housing, including assistance with his security deposit and first month's rent, and establish a stable place to live. He is expected to receive his Section 8 voucher on July 1, which will help support his long-term housing stability.

Kelly is now on a more stable path and continuing to build toward independence.



UNITED WAY EMERGENCY RENTAL ASSISTANCE PROGRAM

The United Way Emergency Rental Assistance program provides rental assistance, eviction prevention, and housing stability services. The program is designed to promote movement to self-sufficiency by offering a one-time rental payment to prevent loss of residence. The program is limited to family households to maximize the number of individuals that will benefit from services. The program implements supportive services such as case management, budget counseling, landlord mediation, employment services and referrals to additional mainstream supplementary services throughout the community. The goal is to equip the client with the tools needed to maintain stable housing after rental assistance is provided. Assistance is contingent upon funding availability. The maximum assistance payment for each family is \$500.00. The client is responsible for a co-payment if the maximum benefit is less than the amount needed to prevent eviction. Verification that the client has made a co-payment must be obtained prior to processing the application.



16 households were served through the support of United Way of Jefferson County

EMERGENCY SERVICES PROGRAMS

The Emergency Services Department is funded through three separate funding sources: Community Services Block Grant (CSBG), United Way (UW) and Emergency Food and Shelter Program (EFSP). Funds are used to assist with rental assistance, water disconnects, transportation assistance, food vouchers, prescription assistance, hygiene products and cleaning supplies. Applicants must be at or below 200% of the Federal Poverty Guidelines to be eligible for assistance.

Community Services Block Grant

- 117 clients were helped with rental assistance.
- 144 clients were helped with water assistance.
- 23 bus passes were issued to those without vehicles so they could navigate the local area.
- 26 food vouchers were issued to individuals needing food items.
- 10 gas cards were issued to individuals for gasoline to get to work, school etc.
- 1 prescription assistance was provided for a life-saving prescription such as heart and blood pressure medications.
- 27 hygiene cards were issued to individuals for hygiene products.
- 31 cleaning cards were issued for individuals needing cleaning supplies.



SUCCESS STORY EMERGENCY SERVICES

Charles had been self-sufficient for many years, with both he and his wife working for the city. After they separated, he suddenly found himself relying on a single income and quickly fell behind on rent. We were able to assist him with one month of overdue rent, providing the stability he needed during that transition. Following that support, Charles developed a sustainable budget and has not required assistance since. He remains steadily employed with the city and continues to maintain his independence.



HOME ENERGY ASSISTANCE PROGRAM

The Home Energy Assistance Program (HEAP) provided by Jefferson County Community Action Council helps income-eligible households combat extreme costs associated with cold winters and hot summers. Every year, the Agency provides the energy assistance program to families throughout the county that struggle with the high cost of home energy bills and face the stress of disconnection threats from the energy providers.

Once a family is approved for a HEAP benefit, the family receives a one time credit that is applied directly to the customer's utility bill or bulk fuel bill.

Percentage of Income Payment Plan

**2,397 PIPP cases
were completed
in 2025**



Percentage of Income Payment Plan (PIPP) is another energy assistance option available at JCCAC. PIPP makes energy bills more affordable to customers by entering a monthly budget billing payment plan based on utility usage with the participating utility company. The customer pays a portion of the budget billing and the State of Ohio pays the remaining amount. A PIPP customer pays approximately 5% of the total household income (10% if home is heated with electric).

Summer Crisis Program

The Summer Crisis Program falls under our Home Energy Assistance Program (HEAP). In our HEAP Summer Crisis Program, the agency helps with utilities (electric only), by providing air conditioners and fans once every three years, and assisting with deposits on new services or transfers of old bills.

This program runs July 1st – September 30th. To be eligible, the total household income must be at or below 175% of federal poverty guidelines, with a household member age 60 or older and/or a household member with a documented medical condition, a disconnect notice, have been shut off, transfer service or are trying to establish new service on their electric bill.

**277 Summer Crisis
cases completed
in 2025**



Winter Crisis Program

The Winter Crisis Program also falls under our Home Energy Assistance Program (HEAP). In our HEAP Winter Crisis Program, the agency helps with utilities (natural gas and electric), heating with wood, wood pellets, and providing bulk propane or fuel oil. To use this assistance for heating with bulk propane or fuel oil, the individual must have a notice of disconnect or 25% - 25 days or less of bulk fuel.

This program runs November 1st – March 31st. To be eligible, the total household income must be at or below 175% of federal poverty guidelines.



**952 Winter Crisis
cases completed
in 2025**

SUCCESS STORIES HOME ENERGY ASSISTANCE PROGRAMS

A client came in seeking help with a gas bill. They didn't know what our program was about or how it worked, so we explained it and were able to sign them up for the PIPP program. The client received help on both their gas and electric and is now able to afford their monthly bills based off their income.



A client had moved from a home where they had only electric to a new residence where they have heating oil and electric. When doing the reverification the client did not know we also provide oil through the Winter Crisis Program, and the client was able to both re-verify their PIPP and received oil assistance.



WORKFORCE PROGRAMS

Jefferson County Community Action has a strong history in workforce. The primary goal of the Workforce Innovation and Opportunity Act, hereafter WIOA, is a program that assists the customer to secure permanent, unsubsidized employment, which will lead to individual self-sufficiency. A customer may progress through Career or Training services to achieve this goal. Training services are for those with no marketable job skills and must be in a growth or demand occupation that can lead to a self-sufficient wage.

Adult and Dislocated Workers

Adult and Dislocated Worker training services are available in areas of both short and long-term education. Training opportunities must be included on the Workforce Inventory of Education and Training list (WIET), and listed as a demand occupation by the State of Ohio. Training of up to two academic years is possible.

**144 clients
served through
adult worker
services in
2025**



**22 clients
served through
dislocated
worker services
in 2025**

Ohio Means Jobs Center

Operating under the guidelines of the Workforce Innovation & Opportunity Act, OhioMeansJobs was created for Jefferson County businesses and citizens in order to provide a single system that offers an array of employment, education and training programs and partners' services. The goal of OhioMeansJobs Jefferson County is twofold:

- Coordinate programs and resources in Jefferson County so individuals have easy access to a seamless system of Workforce Innovation & Opportunity Act services that will enhance their long-term employability.
- Access for businesses to employment and training information that will meet their workforce and developmental needs.



**441 clients
served
through the
Ohio Means
Jobs Center
in 2025**



Youth Programs

The Comprehensive Case Management Employment Program (CCMEP) was developed to help eligible low-income youth, ages 14 to 24, prepare for and find meaningful employment and to break the cycle of poverty for thousands of Ohioans. This integrated intervention program combines funding from Temporary Assistance for Needy Families (TANF) program and the Workforce Innovation and Opportunity Act. The TANF Summer Youth Program provides summer work experience opportunities for youth age 16-18 that are in foster family setting, enrolled in secondary school and are in a family at or below 200% of the federal poverty level.



Jefferson County

- Summer Youth: 22
- CCMEP Youth: 117
- CCMEP TANF: 149

Harrison County
CCMEP: 24



The GRIT Project

GRIT (Growing Rural Independence Together) is the flagship project of Future Plans, a non-profit organization dedicated to strengthening economic growth in the Appalachian Region through in-demand workforce development programs. 2026 is the second year Area 16, Jefferson County, has been a part of this initiative. GRIT funding supports both youth and adult clients and may be used in ways similar to WIOA funds, including for work experience, training, and supportive services.

The JCCAC is utilizing the GRIT Project to supplement WIOA funding, particularly in serving re-entry and recovery clients. Through GRIT, we are able to provide meaningful work experience opportunities that help individuals begin to acclimate, rebuild essential skills, and reestablish the foundational elements needed to successfully reintegrate into the community, working with Jefferson County Drug Court, Milton Recovery, and EOCC.

A core strength of the GRIT Project is its emphasis on assessment and career coaching as the foundation for long-term success. The assessment identifies each participant's personal interests, abilities, and work values, using those results to align clients with suitable career pathways. Career coaching consists of a one-time session with a certified coach who reviews the assessment results and helps guide clients toward training and employment opportunities that best match their strengths, goals, and future aspirations. The JCCAC has two in-house coaches to ensure the ease of this process.



**23 clients
served in
GRIT**



Reemployment Services and Eligibility Assessment

Reemployment Services and Eligibility Assessment (RESEA) is a federal program that provides intensive reemployment assistance to individuals who are receiving unemployment benefits and are determined likely to exhaust their benefits before becoming reemployed. Each year, the Office of Workforce Development (OWD) must apply and be awarded funding from the U.S. Department of Labor for the RESEA program.

At a minimum, RESEA must provide participants with:

- Support in the development of an individual reemployment plan.
- Customized career and labor market information.
- Enrollment in the Wagner-Peyser Employment Service.
- Information and access to other American Job Center services and resources that support the claimant's return to work.

**203 clients
served in
RESEA**



SUCCESS STORIES WORKFORCE PROGRAMS

David was an experienced employee when his career was unexpectedly interrupted by a company-wide downsizing. Upon applying for unemployment, he was identified as a candidate for the Workforce Innovation and Opportunity Act (WIOA) program, which enabled him to enroll in Billy Big Rig truck driving school where he committed to an intensive six-week training program and successfully graduated earning his Class A CDL. Shortly after graduating, David was recruited by another company and is now behind the wheel of a tractor-trailer earning a competitive wage.



David's story is a testament to how WIOA resources can turn an obstacle like a layoff into a life-changing opportunity.

SUCCESS STORIES WORKFORCE PROGRAMS

From Student to Colleague: Maggie's Journey in Public Service

Maggie first connected with JCCAC in May 2022 during a Virtual Reality career event at her high school. She had a plan to attend Ohio University after graduation to pursue a degree in Social Work. While we were unable to fund her initial training, we committed to supporting her broader educational journey through the CCMEP program.

Maggie officially enrolled as an Out-of-School Youth in July 2022, where our program provided critical supportive services—including new tires for her vehicle, mileage reimbursements, and assistance with books and supplies—to ensure she could stay focused on her studies.

Maggie transitioned from her retail job to a Work Experience placement as an office assistant at JCCAC, where she gained firsthand experience in case management and advocacy. In early 2024 Maggie was hired as Outreach Mentor at our satellite office, where she managed the Work Experience program and demonstrated her exceptional ability to connect with participants and community partners.

In February 2026, Maggie accepted a position as a Child Protective Services (CPS) worker at her local Job and Family Services (JFS) office. While we are sad to see her leave our immediate team, we are incredibly proud to see her enter the very field she set her sights on four years ago. Watching Maggie grow from a determined student into a professional colleague has been an inspiring reminder of the long-term impact of our workforce programs.



HOME WEATHERIZATION PROGRAM

The HWAP Crew works year round to make the homes of income eligible participants more energy efficient. They insulate attics, blow cellulose into sidewalls, and caulk windows and doors. HWAP also uses any other practical measures to minimize or stop cold air infiltration. If needed, furnaces are checked and repaired or replaced under this program.

- **11 homes weatherized in 2025 through HWAP funds**
- **16 homes weatherized through the Bipartisan Infrastructure Law (BIL) program funds**



ELECTRIC PARTNERSHIP PROGRAM

The Electric Partnership Program (EPP) helps eligible Ohioans reduce their electricity usage in their home. The EPP provider performs in-home audits and installs appropriate electric energy efficiency measures to reduce electric usage. Participants also receive information on how they can reduce their electric use and improve their home's efficiency.

To be eligible for the program, Ohioans must also have 12 months of electric usage at their current address, have an annual electric baseload usage of at least 5,000 kWh, and live in the service territory of American Electric Power.

76 clients served through EPP



