



The CCAP Difference:

A brief introduction to CCAP Programs and Services

Divisions of CCAP include:

Second Harvest Food Bank of Southeast North Carolina * Weatherization Assistance Program * Consumer Credit Counseling Service of Fayetteville (CCCS) * Head Start * Community Service Block Grant (CSBG)/ Aspire * Community Housing Development Organization (CHDO) * Heating and Air Repair and Replacement Program (HARRP) * Family Self-Sufficiency (FSS)





CUMBERLAND COMMUNITY ACTION PROGRAM, INC. FACT SHEET

Cumberland Community Action Program, Inc. (CCAP) was organized in 1964 to “improve the education and economic opportunities, living environment and general welfare of the people of Cumberland County.” The organization was incorporated in 1965 under the laws of the State of North Carolina.

CCAP is a community-based organization governed by a 24 member, volunteer Board of Directors representing the diverse composition of the community served. Its mission is to develop and operate projects that promote the economic and social well-being of individuals, children, and families, thereby improving the health of communities.

As one of the largest non-profit organizations in Cumberland County, CCAP provides employment for more than 300 individuals. A variety of services are available to the residents in Cumberland and surrounding counties at every stage of life from birth. The agency generates and administers some \$14 million in revenues and in-kind services.

During 2010, some \$6 million in American Recovery and Reinvestment Act funding was received by CCAP for CSBG, Weatherization, CCCS, Second Harvest Food Bank, and Head Start. With the funding, CCAP was able to rapidly increase program scope and staff to deliver essential services to community members in need.

CCAP is accredited by the Council on Accreditation for Children and Family Services. The agency was re-accredited during 2009, and will undergo re-certification during 2013. Accreditation certifies CCAP’s practices of accountability, transparency, and compliance with the more than 500 organizational and programmatic standards. Accreditation also recognizes the agency’s efforts to continuously provide high quality services.



HEAD START

Head Start Program was developed in 1965 and is historically the first project of CCAP, Inc. It is funded and certified by the Department of Health and Human Services. Head Start and Early Head Start are comprehensive, high quality child development programs. These family-focused programs have the overall goal of increasing the school readiness of young children in low income families. At a minimum, graduates of Head Start are able to recognize at least 11 letters and identify 19 objects correctly by name.

Parents and representatives of local agencies compose the Head Start Policy Council that shares governance for the Head Start program. The program adheres to the Performance Standards, established and monitored by the U.S. Department of Health and Human Services. These standards define the services Head Start provides to the children and their families, and outlines the principles for the delivery of services.

CCAP, Inc. has 20 Head Start and Early Head Start Centers strategically located throughout Cumberland County annually serving 900 children ages 0-4, pregnant women, and their families. More than 21,000 children have benefited from the Head Start Project since 1965.

Seven (7) of the Head Start Centers have also been individually accredited by the National Association of Educators for Young Children. This independent accrediting body has established criteria for high quality early childhood programs. The underlying principles of NAEYC accreditation focus on programs applying standards of excellence in their service delivery process and in continuous improvement of services.

Head Start services are designed to foster healthy development. Individualized services range from education and early childhood development; medical, dental, and mental health; nutrition; to parent involvement. Each service is designed to be responsive and appropriate to each child and family's developmental, ethnic, cultural, and linguistic heritage and experience.

- **Education** activities are directed toward skill and knowledge domains. They are designed to enhance the child's mental processes and skills, focusing in particular on conceptual and communication skills. The classroom learning experiences encourage self-confidence and self-discipline, developing the child's social and emotional health.
- **Outcome Measurements** are used to assess each child at the beginning of school to determine a baseline for their subsequent development. The assessment focuses on levels of achievement in literacy, language development, and numerics. It enables the classroom staff to develop individualized programs for each child. A second and third assessment are completed mid-term and at the end of the school year. These indicators are also used in the annual Head Start self assessment to determine how well the program is meeting planned goals and objectives.



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- **Disabilities** services ensure enrollment opportunities for children diagnosed with or suspected of having a disability. The children are integrated into developmentally appropriate learning programs through an individualized education program (IEP). They also receive the full range of other services offered through Head Start.
- **Mental Health** services approaches good physical health by enhancing awareness and understanding of mental wellness. Understanding the child's behavior helps both parents and staff respond in a manner most likely to promote the child's development.
- **Family and Community Partnerships** acknowledges the vital contributions from parents and community representatives. It further enables parents to identify and meet their own family goals, nurture the development of their children, and advocate for communities to support children and families inclusive of all cultures and ethnicities. A Fatherhood Initiative, "Fathers and Friends", was begun in 2001 to promote and encourage the concept of healthy father-child relationships for Head Start children. A variety of activities are offered as opportunities for the Head Start child and father figure to develop a bond while having fun together.
- **Health** screenings evaluate the child's overall health. Comprehensive services are provided to each child, including medical and dental examinations and treatment; nutrition, hygiene, and safety. Head Start contracts with a nutritionist to ensure each child receives one half to two-thirds of their daily nutrition.
- **Early Head Start** was brought to Cumberland County by CCAP, Inc. in 2001. The program promotes healthy prenatal outcomes, enhances the development of infants and toddlers, and encourages healthy family functioning. Collaborative local efforts resulted in a planning and start up grant being issued by HHS in 2001. A second center serving infants, toddlers and pregnant mothers was opened in 2002.



CONSUMER CREDIT COUNSELING SERVICE (CCCS)

Consumer Credit Counseling Service of Fayetteville (CCCS) offers intervention to individuals or families facing financial difficulties and provides alternatives to filing bankruptcy and home foreclosures. Certified housing and financial counselors assist clients to budget incomes, use credit wisely, establish debt repayment plans, and counsel in the areas of home ownership.

CCCS is a member of the National Foundation for Credit Counseling and is certified by the Department of Housing and Urban Development as a comprehensive housing counseling agency.

An Advisory Board, composed of members of the business, financial and legal communities, military, religious, educational and social welfare organizations, guides and directs the operations of the project.

Since 2005, CCCS has been certified by the US Bankruptcy district courts in middle and eastern NC as a Nonprofit Budget and Credit Counseling agency and as a Provider of a Personal Financial Management Instructional Course. This designation allows CCCS to provide pre-bankruptcy counseling and post education counseling for individuals and families seeking bankruptcy resolution in the middle and eastern sections in North Carolina.

Neighborhood Financial Care centers have been established in Fayetteville, Goldsboro, Lumberton, Smithfield, Sanford, Southern Pines, New Bern, Kinston, Wilmington, and Jacksonville. A branch office was opened in Fayetteville during 2006 to better serve individuals and families in the western part of Cumberland County. During 2010, CCCS served clients in 37 counties throughout southeastern North Carolina.

- CCCS has provided assistance and advice to more than 61,175 families since 1979.
- CCCS returns more than 5 million dollars annually to credit grantors, with less than 1 percent of the clients having to resort to bankruptcy.
- More than 6,000 residents participate in financial literacy workshops annually.
- Volunteer Income Tax Assistance is available during tax preparation season, and served some 700 individuals during 2010.
- Since 2009, offered loss mitigation counseling helping some 2,800 families prevent the loss of their homes.



SECOND HARVEST FOOD BANK OF SOUTHEAST NORTH CAROLINA (SHFB SENC)

Second Harvest Food Bank of Southeast North Carolina was started in 1982. Food banking is a partnership between the food industry and charitable organizations feeding the needy in a community. The food bank acts in the role of a clearinghouse.

The mission of the food bank is to collect surplus and commercially unmarketable food products from retailers, distributors, manufacturers, and brokers and then distribute to member agencies to supplement their feeding programs.

Member agencies must be charitable, not for profit organizations with a 501(c)(3) tax exempt status and operate a feeding program free of charge to the customer. Feeding programs include soup kitchens, senior programs, homeless shelters, and day care programs feeding primarily children and infants from low income families.

The Second Harvest Food Bank of Southeast North Carolina is a certified member of “Feeding America”, formerly known as America’s Second Harvest, a national network of Food Banks. “Feeding America” seeks donations from national food producing corporations. The food and related products are then shipped to various food banks all over the United States to supplement the contributions the food bank receives locally through food drives and from local grocery and chain stores.

National statistics reveal that 1 in every 5 children is at risk nutritionally. The elderly on fixed incomes are also nutritionally deprived. More than **200,000** people live in poverty and are at risk for hunger in the 7 county service area of the Second Harvest Food Bank of Southeast North Carolina. Feeding America estimates that every \$1.00 in donations will result in 6 pounds of nutritious food being available to feed a hungry family.

The food bank depends on generous donations from residents and businesses in the communities it shares. Approximately 75% of the operating expenses come from individual and corporate donations. The remaining 25% comes from small handling fees from partner agencies.

- **Second Harvest Food Bank** serves 7 counties in southeastern NC: Cumberland, Harnett, Hoke, Sampson, Robeson, Bladen, and Duplin.
- **Second Harvest Food Bank** collects and distributes food to 243 non profit member agencies to feed infants, children, elderly, handicapped, and needy individuals and families.
- **Second Harvest Food Bank** collected and distributed over 6.7 million pounds of food in 2010.
- **Second Harvest Food Bank** began operation of the Mobile Pantry during 2010, increasing distribution to individuals most in need.



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WEATHERIZATION ASSISTANCE PROGRAM (WAP)/ HEATING AND AIR REPAIR AND REPLACEMENT PROGRAM (HARRP)

Weatherization Services are provided to homeowners and renters with family incomes below 200% of the Federal Poverty Income Guidelines and who reside in Cumberland or Sampson County. During 2010, Weatherization services were provided by CCAP to residents of Moore and Montgomery Counties.

The primary goal of the Weatherization Assistance Program (WAP) is three-fold:

1. To make homes more energy efficient, stopping infiltration of cold air;
2. To remove health and safety threats to the occupants; and
3. To educate clients on simple self help measures they can take to save energy in their homes.

The first part of the goal is accomplished by prioritizing measures that will net the greatest energy savings to the client. Conservation measures include air sealing doors, windows, plumbing and electrical outlets; insulating attics, exterior walls, floors and water heaters; and sealing and insulating ducts.

Health and safety threats are identified through measuring carbon monoxide emissions from combustible heat systems and appliances, and then installing carbon monoxide detectors and smoke alarms. Other minor repairs are also considered.

Booklets on energy saving ideas and hands on training, during the intake audit and final inspection processes, help the client to understand how they can reduce energy related expenses.

- Weatherization services have been performed on over 3,410 homes in Cumberland County since the mid 70s.
- Weatherization services have been performed on 381 homes in 2010.
- CCAP, Inc. began providing direct services to eligible families in Sampson County in July, 2006. Weatherization work has been completed on over 102 homes since that time. Previously, CCAP, Inc. subcontracted with the Sampson County Department on Aging to perform these services.

Heating And Air Repair and Replacement Program (HARRP) enables eligible households to have heating and air conditioning systems inspected, tuned, repaired, or replaced, when needed. Selection is based on a state-mandated priority system. Houses must have been weatherized.

- CCAP, Inc. has repaired or replaced over 300 heating or air conditioning units in Cumberland County since the inception of this program.



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COMMUNITY HOUSING DEVELOPMENT ORGANIZATION (CHDO)

Community Housing Development Organization (CHDO)

In 1993, Cumberland Community Action Program, Inc. was certified as a Community Housing Development Organization. The primary mission of a CHDO is to place priority on having decent, affordable housing in the community for low to moderate income individuals and families.

This is achieved in part through the preservation and revitalization of neighborhoods throughout the county. Another approach used by CCAP, Inc. is to construct new affordable homes.

Since 1993, CCAP, Inc. has purchased, renovated, and rented 2 duplexes and 6 single family units to low and moderate income families; constructed 42 houses in partnership with Habitat for Humanity, local churches, organizations, businesses and volunteers; and purchased 3 homes in partnership with the City of Fayetteville to revitalize a low income neighborhood.



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**COMMUNITY SERVICE BLOCK GRANT
PROGRAM (CSBG)/ ASPIRE/ FAMILY SELF
SUFFICIENCY (FSS)/ LEADERSHIP
DEVELOPMENT**

Community Service Block Grant Program funds are used to assist income eligible residents to become self-sufficient.

ASPIRE is a comprehensive service program that assists low wealth individuals and families attain the skills and knowledge needed to become self-sufficient. Its mission is to “*promote strong work ethics, economic literacy, and positive family values throughout Cumberland County*”. The CSBG/ ASPIRE program expanded its service area to Moore and Montgomery counties for 2010.

ASPIRE is an acronym:

Achievement
Success
Progress
Independence
Readiness
Evolve

Through an in depth needs assessment, a plan is developed for the family or individual. Certified Case Managers assist clients to identify job skills or develop marketable job skills; obtain and maintain affordable and safe housing; obtain access to health insurance and improve nutritional status; and related services to enable clients to achieve a level of self sufficiency.

Workshops are offered to help individuals learn skills to develop micro-enterprises as a means of becoming self sufficient. In addition to workshops, a resource library, and job search activities, ASPIRE also operates a Food Pantry. Classes are available to help consumers understand the link between diet and healthy dietary guidance, and in buying and preparing food.

- Provided one-on-one case management services for over 490 low income individuals in 2010.
- Assisted 19 individuals to reach a self sufficient level above the Federal poverty income index,
- SHFB Member Agencies provided 6.7 million pounds of food to 1,000,000 individuals monthly, which is enough for 5.2 million meals.



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Leadership Development Program was originally developed in 1997 to provide information, training, advice and assistance to individuals through a community leadership development program. The program is designed for promising leaders of low income neighborhoods.

These activities have been incorporated into the Self-Sufficiency Program.

- Leadership Development has graduated over 100 emerging leaders.

Family Self Sufficiency Program (FSS) began in 2007 through collaboration with the Fayetteville Metropolitan Housing Authority. The program's goal is to individually work with residents of public housing properties in preparatory phases that would lead to the family becoming economically self sufficient. Case Managers work with each family member to assist them in repairing credit, developing livable budgets, and starting a savings program. These measures, in conjunction with assisting the family to set reasonable goals for furthering their education, obtaining better job skills or jobs, are also intended to guide the family toward homeownership. The Family Self Sufficiency Program was established, in part, to meet the requirements of the HOPE VI project.

- Assisted 43 individuals to obtain employment in the 2010 program year, helping 105 since inception.
- Helped 89 individuals earn degrees.
- Assisted 3 participants to accomplish the goal of homeownership through their partnership with Fayetteville Area Habitat for Humanity.



**Programs or Services Previously Developed
and Offered to Community through CCAP, Inc.**

Neighborhood Youth Corps

Neighborhood Service Centers

Summer Youth Feeding Program

Certified Day Care Homes

Environmental Research Project

Neighborhood Clean-up Campaign

Aid to Victimized Elderly

SHARE – Heart of the Carolinas

Employment Pilot Program (EPP)

Senior Opportunities & Services

Information & Referral Services
Directory

Community & Backyard Gardens

Rural Community Water System

Community Action Partnership
Program

Transportation for the Elderly

Conversion of Hot Water Heaters into
Wood Burning Stoves

Urgent Repair Program



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