

Capital Area Community Action Agency

**Executive Committee Meeting
Agenda
Tuesday, February 28, 2023
309 Office Plaza Drive, Tallahassee, FL**

I. Call to Order	Quincee Messersmith – Chair	
II. Agenda Approval		Page
III. Sign-In/Attendance/Introductions		
IV. Action – Recommendation for Review & Approval		
A. Board Activity		
i) Executive Committee Meeting Minutes – December 13, 2022		2-4
B. Financial Report	Kate Beam	
• Narrative		5-7
• Revenue & Expenditures Agency-wide		8-9
• Balance Sheet		10
• Revenue & Expenditures – major programs		11-15
• Head Start Non Federal Share Match		16
• Head Start Credit Card Activity		17-24
V. Chief Executive Officer's Report	Tim Center	25-26
VII. Chair's Report	Quincee Messersmith	
III. Adjournment		

Next Executive Committee Meeting 04/25/2023 - 5:30 pm – Microsoft Teams Video

Next Board of Directors Meeting 03/28/2023 – 6:00 pm – Via Microsoft Teams Video



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Capital Area Community Action Agency

Executive Committee
Meeting Minutes
December 13, 2022

Members in Attendance

Quincee Messersmith, Chair
Lisa Edgar, Secretary
Shanetta Keel, Treasurer
Melissa Miller, Member-at-Large

Absent: Brent Couch

CACAA Staff:

Tim Center
Nina Self
Kate Beam
Margaret Watson

The meeting was called to order at 5:50 p.m. by the Chair. A quorum was established.

The Chair entertained a motion to approve the agenda. Ms. Edgar moved to approve the agenda. Ms. Keel seconded the motion. The motion was approved unanimously.

ACTION ITEMS

The Chair entertained a motion to approve the minutes. Ms. Keel moved to approve the minutes. Ms. Edgar seconded the motion. The motion was unanimously approved.

FISCAL

Ms. Beam, Finance Director, presented the financial reports dated as of September 30, 2022. She reported that the interim Agency financial statement narratives are broken out into major programs, and grants cross over the fiscal year with variances being noted with explanation. Ms. Beam reported to the Board that the Agency is within budget with Revenue and Expenditures, with a restricted net income. Ms. Beam said the budget numbers are not final, year-end adjustments are not completed.

The Chair asked if the newly purchased Head Start vehicles were new vehicles. There was some discussion on the replaced school bus and truck; a new vehicle was purchased for travel to conferences and trainings.

Ms. Keel asked for point of interest on the Head Start ARP budget. Has the grant been extended through March? Ms. Beam said this grant crosses two fiscal years. What happens if the Agency does not expend all funds? The Agency will request a carry-over request.

The Chair entertained a motion to accept the financial report. Ms. Edgar moved to accept the financial report. Ms. Keel seconded the motion. The motion was unanimously approved.

CSBG Organizational Standards

Mr. Center reported that DEO requires the Agency under CSBG to submit an Annual Report as part of the Organizational Standards. Throughout the year the Agency updates the Board with Program documents.

Mr. Center asked for Board approval to submit a draft Strategic Plan, explaining that the Community Needs Assessment was shared with the Board this week. There was a discussion on Single mother's living in poverty as the focal point of the Strategic Plan.



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Ms. Edgar asked for point of interest on the Strategic Plan. There was no mention of the Head Start Department as being a part of the Strategic Plan. There was some discussion to consider a more inclusive document in the final Strategic Plan. Mr. Center asked the Board to adopt the draft Strategic Plan and Community Needs Assessment.

The Chair entertained a motion to adopt the draft Strategic Plan and Community Needs Assessment. Ms. Edgar moved to adopt the draft Strategic Plan and Community Needs Assessment. Ms. Keel seconded the motion. The motion was unanimously accepted.

CEO Report

The CEO presented the CEO report for the month of December 2022. He reported that Open Enrollment concluded November 17th with 84 employees signed up for benefits. We are working with HUB our benefits broker using the Netchex and HUB to integrate online access for staff benefits.

The CEO shared that the office will be closed the week after Christmas for staff to spend time with family and friends.

The CEO reported that he is examining a redesign of the Agency's website to increase functionality. Program Managers will have access to update their program areas.

The CEO reported that we received an email from the Inspector General about being audited by the Department of Economic Opportunity (DEO), as part of their annual audit plan for risk management. Staff is working directly with DEO in reviewing Single Audit Act findings, financial statements and Holdings expenditures.

The CEO reported that the Getting Ahead Transition Ceremony dinner was a success with more than 100 in attendance. Recruitment for January 2023 classes are underway.

The CEO reported that the Low-Income Water Assistance Program (LIWAP) for water and utility is available for clients. We are working to get staff trained on how to use the data management system (SERA). We continue to wait on the Weatherization Assistance Program (WAP) for the Suwanee River Economic Council.

The CEO reported that the Agency will be filing a Letter of Intent with the United Way of Big Bend. We have signed a Memorandum of Understanding (MOU) with TCC, Rebuild Florida Job Training.

The CEO reported to the Board that TCC Ghazvini Center will not be available for our Board meetings. We were informed with the increase in enrollments means more usage of rooms with no availability for outside room rental.

CHAIR'S Report

The Chair asked the CEO to present at the Wakulla Commission mtg. A date and time will be scheduled in the future.

Meeting adjourned at 6:31 P.M.

Ms. Lisa Edgar, Secretary

Date

**Financial Statement Narrative
For the 3 Months Ending December 31, 2022
Capital Area Community Action Agency**

As of December 31, 2022, we have completed three months of the fiscal year and, as a benchmark, we would expect the year-to-date actual expenses and revenue to be around 25% of the annual budget. At month end, the Year to Date Actual Revenue and Expenses are 25% and 24% respectively, with a restricted net income of \$139,107.

Non-Federal Share (NFS) Match at December 31, 2022, is \$175,988 of the \$620,300 target.

Expenditure Variances and Explanations

The Agency-wide Statement of Revenue and Expenditures tracks year-to-date progress by budget line item. Actual revenues and expenditures are compared to the original budget for each budget line item by amount and percentage.

Some budget line items may be below or above the expected percentage at any given point in the year. This can be caused by something as innocuous as the revenue or expense occurring unevenly at different points of time during the year, such as a one-time insurance payment. In other words, one twelfth of every budget item is not necessarily paid each month. Therefore, when there is a significant variance, explanations are provided. These explanations frequently feature the terms "over budget" or "over the budget benchmark". "Over budget" usually refers to situations where more has been spent in total than was allocated. It may also refer to unexpected expenses that will cause the line item to be overspent by year/grant end. "Over the budget benchmark" refers to items that are currently over what we would expect, if expense were incurred evenly each month. Usually, the items that are "over the budget benchmark" are not incurred evenly each month and are expected to be at or near what was allocated by year/grant end.

It is important to note that, while a specific line item may be over budget, the overall Agency budget should not be over budget. Adjustments are often made at the end of a grant or fiscal year to ensure that all budgets are balanced.

In Fiscal Year 2022-2023, more than half of all currently active grants have a grant period that differs from the Agency's fiscal year and only one of the Agency's largest grants are on the Agency's same fiscal year.

What this means is that the Agency-wide Statement of Revenue and Expenses has lost some of its effectiveness. While it is still a good way to judge overall performance such as total revenues, total expenditures and net income/(loss), it is less useful by budget line item with differing fiscal years.

To compensate for this issue, we have focused on the major programs' statements instead for individual line item budgets. This leaves us with the following variances:

**Financial Statement Narrative
For the 3 Months Ending December 31, 2022
Capital Area Community Action Agency**

Agency Wide Variances

- **Contractual Services – Health Disabilities**- is over the benchmark budget with a number of assessments and treatment for the new school year. There is also \$20K available in Head Start ARPA which is not reflected in this year's budget.
- **General Liability and Property Insurance** – is over benchmark budget due to the annual 25% down payment along with the first of nine regular payments. Over the course of the year this expense will come into line barring no unforeseen additions.
- **Communications** – is over the benchmark budget and averaging \$10K a month. Based on current spending, this line item will go over budget by \$25K.
- **Repairs & Maintenance – Recurring** – is slightly over benchmark budget with a few deep cleaning expenses included in December. There is also \$30K available in Head Start ARPA which is not reflected in this year's budget
- **Vehicle Expense** - is over benchmark budget primarily due to the 25% down payment for auto insurance. This line item is underfunded due to higher than anticipated insurance expenses and will go over budget. The budget line covers insurance but not maintenance and gas for multiple vehicles.
- **Technology** – is over the budget benchmark with a number of annual software expenses being paid in October. This number should come into line over the course of the year.
- **Meetings/Workshops/Training**-is over the budget benchmark with a number of Zoom expenses. These may be moved to another category to better adhere to the budget.
- **Training and Technical Assistance** -is over the benchmark budget with a number of training opportunities. This line item should come into line over the course of the next few months.
- **Legal Expenses** – is over benchmark budget. Without additional expenses, it should stay within budget.

CSBG Variances

- **Vehicle Expense** - is over benchmark budget in CSBG primarily due to the 25% down payment for auto insurance. This line item is underfunded due to higher than anticipated insurance expenses and will go over budget. The budget line covers insurance but not maintenance and gas for multiple vehicles.
- **Expendable Equipment** – is over budget with the purchase of a projector and three computers. This overage will be offset in another category with available funds.
- **Meetings/Workshops/Training** – is at budget with an entry in a line item with no budget.

**Financial Statement Narrative
For the 3 Months Ending December 31, 2022
Capital Area Community Action Agency**

WAP Variances

- General Liability and Property Insurance – is over benchmark budget due to a payment to ISU Insurance for Pollution Occurrence Insurance. This line item is forecasted to go over budget by \$1500.
- Equipment Maintenance – is due to maintenance on a calibration gun. This line item will go over budget by approximately \$500 if there are no additional unforeseen expenses.
- Advertising – is over the benchmark budget due to a Notice of Interest for contractors. This line item should come into line over the course of the year.

Head Start Variances

- Travel In Area - is over budget due to increased travel required in Franklin Co. and Jefferson Co. This budget line will go over budget in the next couple of months based on current spending.
- Office Supplies – is over benchmark budget due to a significant amount of equipment being charged to this line item. Fiscal will work with staff to determine if some of this should be moved to the Expendable Equipment category which has an unused budget of \$10,000.
- Program Supplies – is over benchmark budget with the purchase of a number of needed items. This line item should come into an acceptable variance over the next couple of months.
- General Liability and Property Insurance – is over benchmark budget due to the annual 25% down payment along with the first of nine regular payments. Over the course of the year this expense will come into line barring no unforeseen additions.
- Communications - is over benchmark budget and will go over budget based on current spending. Total spending for the year is forecasted to be \$78,000 while only \$45,000 is budgeted.
- Repairs and Maintenance – Nonrecurring – is slightly over benchmark budget with two large repairs at South City and Royal. This should come into line over the next couple of months.
- Vehicle Expense - is over benchmark budget primarily due to the 25% down payment for auto insurance. This line item is underfunded due to higher than anticipated insurance expenses and will go over budget. The budget line covers insurance but not maintenance and gas for multiple vehicles. It is forecasted that this line item will go over budget by \$14K.

**Financial Statement Narrative
For the 3 Months Ending December 31, 2022
Capital Area Community Action Agency**

- Technology – is over the budget benchmark with a number of annual software expenses being paid in October. This number should come into line over the course of the year.
- **Meetings/Workshops/Training – is at budget because there is no line item in the budget for this expense. Policy Council will consider whether to move these Zoom expenses to Parent Activities at their next meeting.**
- Dues/Subscriptions – is slightly over benchmark budget with a number of annual payments paid in October and November. This variance should come in line over the next couple of months.
- Training and Technical Assistance – is slightly over benchmark budget with several early bird training bookings. It should be within an acceptable variance in the next couple of months.

**Capital Area Community Action Agency
Statement of Revenues and Expenditures
For the 3 Months Ending 12/31/2022**

		25%	Total Budget - Original	Current Year Actual	Total Budget Variance - Original %	
Revenue						
Government Contracts - FEDERAL - DIRECT	4000		\$3,844,128	\$1,041,275	(\$2,802,853)	27%
Government Contracts - STATE	4010		\$6,688,059	\$1,520,277	(\$5,167,783)	23%
Government Contracts - LOCAL	4020		\$90,000	\$51,329	(\$38,671)	57%
Grants - Other Not-for-Profits	4100		\$15,160	\$9,737	(\$5,423)	64%
Grants - All Other Sources	4120		\$8,000	\$865	(\$7,135)	11%
Contributions	4200		\$1,000	\$302	(\$698)	30%
Contributions- Restricted	4210		\$1,200	\$36,238	\$35,038	3020%
Special Events	4300		\$2,000	\$3,440	\$1,440	172%
Commissions-Vending/Photo	4320		\$0	\$6,161	\$6,161	100%
Interest Income	4950		\$0	\$138	\$138	100%
Fringe Pool Revenue	4960		\$835,840	\$211,998	(\$623,842)	25%
Indirect Pool Revenue	4970		\$681,043	\$178,046	(\$502,997)	26%
Other Revenue	4995		\$1,000	\$3,761	\$2,761	376%
Total Revenue			<u>\$12,167,430</u>	<u>\$3,063,568</u>	<u>(\$9,103,862)</u>	25%
Expenditures						
Salaries & Wages	6010		\$3,066,523	\$731,533	\$2,334,990	24%
Fringe	6110		\$908,681	\$211,998	\$696,683	23%
FICA	6120		\$228,900	\$52,806	\$176,094	23%
Unemployment	6130		\$38,000	\$1,089	\$36,911	3%
Workers Compensation	6140		\$50,000	\$14,803	\$35,197	30%
Health Insurance	6150		\$400,660	\$95,398	\$305,262	24%
Life Insurance	6160		\$30,000	\$6,232	\$23,768	21%
Retirement	6170		\$50,000	\$12,974	\$37,026	26%
Staff Screenings	6180		\$4,610	\$98	\$4,512	2%
Indirect Costs	6210		\$689,489	\$180,146	\$509,344	26%
Travel - In Area	6310		\$24,822	\$1,844	\$22,978	7%
Travel - Out of Area	6315		\$14,000	\$0	\$14,000	0%
Office Supplies	6410		\$26,052	\$7,364	\$18,688	28%
Program Supplies	6415		\$28,400	\$7,361	\$21,039	26%
Classroom Supplies	6420		\$37,500	\$2,255	\$35,245	6%
Kitchen Supplies	6430		\$14,353	\$3,946	\$10,407	27%
Medical/Dental Supplies	6440		\$1,700	\$0	\$1,700	0%
Copies/Printing/Copier	6510		\$22,300	\$6,198	\$16,102	28%
Postage and Delivery Expense	6600		\$6,749	\$1,381	\$5,368	20%
Contractual Services/Professional	6710		\$371,873	\$97,431	\$274,443	26%
Contractual Services - Health/Disabilities	6715		\$197,348	\$99,017	\$98,331	50%
Rent/Space Cost	6810		\$397,853	\$99,207	\$298,646	25%
Utilities	6820		\$106,800	\$23,387	\$83,413	22%
General Liability and Property Insurance	6830		\$57,785	\$28,002	\$29,783	48%
Communications	6840		\$93,459	\$29,905	\$63,554	32%
Repairs & Bldg Maintenance- Recurring	6850		\$143,029	\$47,865	\$95,164	33%
Repairs & Bldg Maintenance - Nonrecurring	6855		\$26,500	\$4,590	\$21,910	17%

**Capital Area Community Action Agency
Statement of Revenues and Expenditures
For the 3 Months Ending 12/31/2022**

Equipment Maintenance	6910	\$30,286	\$7,148	\$23,139	24%
Vehicle Expense	6920	\$47,200	\$23,304	\$23,897	49%
Equipment Lease	6930	\$13,148	\$3,240	\$9,909	25%
Technology	6940	\$46,013	\$18,426	\$27,586	40%
Fees, Licenses, and Permits	7010	\$4,600	\$42	\$4,558	1%
Dues/Subscriptions	7020	\$16,880	\$4,763	\$12,117	28%
Special Events	7110	\$7,000	\$0	\$7,000	0%
Client Assistance	7210	\$4,578,484	\$1,005,744	\$3,572,739	22%
Equipment/Improvements (\$5,000 or more)	7310	\$8,213	\$0	\$8,213	0%
Expendable Equipment	7320	\$27,700	\$4,803	\$22,897	17%
Registration Fees	7410	\$1,400	\$0	\$1,400	0%
Meetings/Workshops/Training	7420	\$2,000	\$1,334	\$666	67%
Training/Staff Development	7430	\$43,350	\$1,125	\$42,225	3%
Training and Technical Assistance	7435	\$59,358	\$22,869	\$36,489	39%
Advisory/Board Member Expenses	7440	\$2,700	\$815	\$1,885	30%
Advertising	7450	\$16,100	\$395	\$15,705	2%
Parent Activities	7460	\$1,200	\$0	\$1,200	0%
Raw Food Cost	7510	\$277,432	\$57,674	\$219,758	21%
Legal Expenses	7530	\$8,000	\$5,575	\$2,426	70%
Interest Expense	7610	\$1,000	\$0	\$1,000	0%
Bank Service Charges	7630	\$3,980	\$375	\$3,605	9%
Total Expenditures		<u>\$12,233,430</u>	<u>\$2,924,461</u>	<u>\$9,308,969</u>	24%
Excess Revenue over (under) Expenditures		<u>(\$66,000)</u>	<u>\$139,107</u>	<u>\$205,107</u>	

**Capital Area Community Action Agency
Balance Sheet
For the 3 Months Ending 12/31/2022**

		<u>Current Period Balance</u>
Assets		
Cash Operating Hancock Bank	1010	1,163,257
Health Insurance Imprest Account	1031	2,552
Cash-Sunshine State/The First - Micro Loan	1040	66,462
Petty Cash	1050	266
Cash-Hancock-HS Parent Activity	1060	1,057
FLEXIBLE SAVING ACCOUNT-HANCOCK BANK	1065	26,345
Cash - Centennial Bank (Franklin County)	1070	9,257
Money Market Account - Hancock Bank	1080	34,525
Accounts Receivable	1100	137,091
Grants Receivable	1150	965,657
Building	1600	245,000
Work In Progress	1630	258,733
Equipment	1650	622,334
Accumulated Depreciation - Building	1700	(91,002)
Accumulated Depreciation - Equipment	1750	(391,270)
Total Assets		<u>3,050,265</u>
Liabilities and Net Assets		
Liabilities		
Accounts Payable	2000	224,410
Accrued Expenses - Other	2010	75,090
Accrued Wages	2040	4,106
Accrued Fringe Benefits	2060	782
Accrued Flexible Savings	2061	(245)
Accrued Health Insurance	2085	3,651
Accrued Other Health Insurance	2087	994
Accrued Life Insurance	2090	2,764
Accrued Retirement - Pre Tax	2095	3,377
Accrued Retirement - Post Tax	2096	(2)
Contract Advances	2100	127,076
Due to Grantor	2150	30,759
Liability- Head Start Parent Activity	2330	7,079
Notes Payable	2350	135,288
Deferred Income	2400	35,527
Transfer Account	2998	(0)
Total Liabilities		650,656
Net Assets		
Beginning Net Assets		
Unrestricted Net Assets	3000	1,935,605
Invested Property and Equipment	3020	<u>324,898</u>
Total Beginning Net Assets		2,260,502
Current Net Income		<u>139,107</u>
Total Net Assets		<u>2,399,609</u>
Total Liabilities and Net Assets		<u>3,050,265</u>

**Capital Area Community Action Agency
CSBG Statement of Revenues and Expenditures
For the 3 Months Ending 12/31/2022**

	25%	Total Budget - Original	Current Year Actual	Total Budget Variance - Original	%
Revenue					
Government Contracts - STATE	4010	<u>670,217</u>	<u>141,282</u>	<u>(528,935)</u>	21%
Total Revenue		<u>670,217</u>	<u>141,282</u>	<u>(528,935)</u>	21%
Expenditures					
Salaries & Wages	6010	214,713	45,685	169,028	21%
Fringe	6110	62,224	13,239	48,985	21%
Staff Screenings	6180	500	0	500	0%
Indirect Costs	6210	55,941	11,903	44,038	21%
Travel - In Area	6310	13,350	564	12,786	4%
Office Supplies	6410	10,000	2,102	7,898	21%
Program Supplies	6415	6,000	0	6,000	0%
Copies/Printing/Copier	6510	6,000	1,375	4,625	23%
Postage and Delivery Expense	6600	2,400	205	2,195	9%
Contractual Services/Professional	6710	18,000	0	18,000	0%
Rent/Space Cost	6810	63,605	13,983	49,622	22%
Utilities	6820	10,400	1,010	9,390	10%
General Liability and Property Insurance	6830	6,500	1,706	4,794	26%
Communications	6840	20,600	4,858	15,742	24%
Repairs & Bldg Maintenance- Recurring	6850	10,414	3,000	7,414	29%
Repairs & Bldg Maintenance - Nonrecurring	6855	5,000	0	5,000	0%
Equipment Maintenance	6910	3,900	443	3,457	11%
Vehicle Expense	6920	12,000	6,285	5,715	52%
Equipment Lease	6930	2,500	525	1,975	21%
Technology	6940	2,400	0	2,400	0%
Fees, Licenses, and Permits	7010	1,200	25	1,175	2%
Dues/Subscriptions	7020	7,080	1,801	5,279	25%
Client Assistance	7210	113,127	28,182	84,945	25%
Equipment/Improvements (\$5,000 or more)	7310	7,713	0	7,713	0%
Expendable Equipment	7320	2,400	3,924	(1,524)	163%
Meetings/Workshops/Training	7420	0	46	(46)	100%
Training/Staff Development	7430	11,250	0	11,250	0%
Advertising	7450	<u>1,000</u>	<u>6</u>	<u>994</u>	1%
Total Expenditures		<u>670,217</u>	<u>140,865</u>	<u>529,352</u>	21%
Excess Revenue over (under) Expenditures		<u>0</u>	<u>416</u>	<u>416</u>	

Capital Area Community Action Agency
WAP Statement of Revenues and Expenditures
For the 3 Months Ending 12/31/2022

	25%	Total Budget - Original	Current Year Actual	Total Budget Variance - Original	%
Revenue					
Government Contracts - STATE	4010	<u>337,827</u>	<u>76,411</u>	<u>(261,416)</u>	23%
Total Revenue		<u>337,827</u>	<u>76,411</u>	<u>(261,416)</u>	23%
Expenditures					
Salaries & Wages	6010	72,838	19,250	53,588	26%
Fringe	6110	21,109	5,579	15,530	26%
Indirect Costs	6210	18,977	5,015	13,962	26%
Travel - In Area	6310	1,772	313	1,459	18%
Office Supplies	6410	1,100	31	1,069	3%
Copies/Printing/Copier	6510	600	114	486	19%
Postage and Delivery Expense	6600	149	28	121	19%
Contractual Services/Professional	6710	3,666	0	3,666	0%
Rent/Space Cost	6810	3,700	934	2,766	25%
Utilities	6820	1,000	154	846	15%
General Liability and Property Insurance	6830	5,845	5,433	412	93%
Communications	6840	2,400	472	1,928	20%
Repairs & Bldg Maintenance- Recurring	6850	615	149	466	24%
Equipment Maintenance	6910	875	817	58	93%
Vehicle Expense	6920	8,500	1,966	6,534	23%
Equipment Lease	6930	431	59	372	14%
Technology	6940	203	0	203	0%
Dues/Subscriptions	7020	250	0	250	0%
Client Assistance	7210	168,337	33,139	135,199	20%
Expendable Equipment	7320	6,800	0	6,800	0%
Training and Technical Assistance	7435	18,360	0	18,360	0%
Advertising	7450	300	272	28	91%
Total Expenditures		<u>337,827</u>	<u>73,724</u>	<u>264,103</u>	22%
Excess Revenue over (under) Expenditures		<u>0</u>	<u>2,688</u>	<u>2,688</u>	

Capital Area Community Action Agency
LIHEAP Statement of Revenues and Expenditures
For the 3 Months Ending 12/31/2022

	25%	Total Budget - Original	Current Year Actual	Total Budget Variance - Original	%
Revenue					
Government Contracts - STATE	4010	<u>2,874,337</u>	<u>22,282</u>	<u>(2,852,055)</u>	1%
Total Revenue		<u>2,874,337</u>	<u>22,282</u>	<u>(2,852,055)</u>	1%
Expenditures					
Salaries & Wages	6010	314,512	12,330	302,182	4%
Fringe	6110	91,146	3,573	87,573	4%
Staff Screenings	6180	740	0	740	0%
Indirect Costs	6210	76,385	3,212	73,173	4%
Travel - In Area	6310	1,068	0	1,068	0%
Office Supplies	6410	3,000	0	3,000	0%
Copies/Printing/Copier	6510	4,200	70	4,130	2%
Postage and Delivery Expense	6600	1,200	0	1,200	0%
Contractual Services/Professional	6710	15,000	0	15,000	0%
Rent/Space Cost	6810	44,668	2,834	41,834	6%
Utilities	6820	4,800	0	4,800	0%
General Liability and Property Insurance	6830	7,500	0	7,500	0%
Communications	6840	13,500	0	13,500	0%
Repairs & Bldg Maintenance- Recurring	6850	6,000	263	5,738	4%
Equipment Maintenance	6910	3,000	0	3,000	0%
Vehicle Expense	6920	3,600	0	3,600	0%
Equipment Lease	6930	2,100	0	2,100	0%
Technology	6940	3,000	0	3,000	0%
Fees, Licenses, and Permits	7010	300	0	300	0%
Dues/Subscriptions	7020	300	0	300	0%
Client Assistance	7210	2,263,918	0	2,263,918	0%
Expendable Equipment	7320	5,000	0	5,000	0%
Registration Fees	7410	1,400	0	1,400	0%
Meetings/Workshops/Training	7420	2,000	0	2,000	0%
Advertising	7450	<u>6,000</u>	<u>0</u>	<u>6,000</u>	0%
Total Expenditures		<u>2,874,337</u>	<u>22,282</u>	<u>2,852,055</u>	1%
Excess Revenue over (under) Expenditures		<u>0</u>	<u>0</u>	<u>0</u>	

Capital Area Community Action Agency
Head Start Statement of Revenues and Expenditures
For the 3 Months Ending 12/31/2022

		Total Budget - Original	Current Year Actual	Total Budget Variance - Original	%
Revenue					
Government Contracts - FEDERAL - DIRECT	4000	3,844,128	1,041,275	(2,802,853)	27%
Total Revenue		<u>3,844,128</u>	<u>1,041,275</u>	<u>(2,802,853)</u>	27%
Expenditures					
Salaries & Wages	6010	1,867,199	480,510	1,386,689	26%
Fringe	6110	541,114	139,252	401,862	26%
Staff Screenings	6180	2,500	98	2,402	4%
Indirect Costs	6210	435,905	125,192	310,713	29%
Travel - In Area	6310	2,000	968	1,032	48%
Travel - Out of Area	6315	9,000	0	9,000	0%
Office Supplies	6410	6,200	3,435	2,765	55%
Program Supplies	6415	20,000	7,361	12,639	37%
Classroom Supplies	6420	35,000	2,255	32,745	6%
Kitchen Supplies	6430	1,853	0	1,853	0%
Medical/Dental Supplies	6440	1,700	0	1,700	0%
Copies/Printing/Copier Maintenance/Toner/Paper	6510	10,000	2,674	7,326	27%
Postage and Delivery Expense	6600	1,750	223	1,527	13%
Contractual Services/Professional	6710	32,600	0	32,600	0%
Contractual Services - Health/Disabilities	6715	157,808	70,367	87,441	45%
Rent/Space Cost	6810	233,301	58,770	174,531	25%
Utilities	6820	85,000	19,169	65,831	23%
General Liability and Property Insurance	6830	20,000	7,796	12,204	39%
Communications	6840	45,000	18,087	26,913	40%
Repairs & Bldg Maintenance- Recurring	6850	115,000	38,969	76,031	34%
Repairs & Bldg Maintenance - Nonrecurring	6855	20,000	4,590	15,410	23%
Equipment Maintenance	6910	18,000	4,656	13,344	26%
Vehicle Expense	6920	20,000	14,032	5,968	70%
Equipment Lease	6930	5,000	1,322	3,678	26%
Technology	6940	31,000	13,384	17,616	43%
Fees, Licenses, and Permits	7010	1,000	0	1,000	0%
Dues/Subscriptions	7020	5,000	2,262	2,738	45%
Special Events	7110	5,000	0	5,000	0%
Expendable Equipment	7320	10,000	0	10,000	0%
Meetings/Workshops/Training	7420	0	400	(400)	100%
Training/Staff Development	7430	4,000	30	3,970	1%
Training and Technical Assistance	7435	40,998	22,869	18,129	56%
Advisory/Board Member Expenses	7440	1,000	200	800	20%
Advertising	7450	5,000	336	4,664	7%
Parent Activities	7460	1,200	0	1,200	0%
Raw Food Cost	7510	54,000	2,070	51,930	4%
Total Expenditures		<u>3,844,128</u>	<u>1,041,275</u>	<u>2,802,853</u>	27%
Excess Revenue over (under) Expenditures		<u>0</u>	<u>0</u>	<u>0</u>	

**Capital Area Community Action Agency
Head Start ARPA Statement of Revenues and Expenditures
From Grant Inception Through 12/31/2022**

	83%	<u>Total Budget - Original</u>	<u>Current Year Actual</u>	<u>Total Budget Variance - Original</u>	<u>%</u>
Revenue					
Government Contracts - FEDERAL - DIRECT	4000	<u>452,277</u>	<u>53,196</u>	<u>(399,081)</u>	12%
Total Revenue		<u>452,277</u>	<u>53,196</u>	<u>(399,081)</u>	12%
Expenditures					
Salaries & Wages	6010	87,247	34,902	52,345	40%
Fringe	6110	25,284	10,115	15,169	40%
Indirect Costs	6210	21,190	8,179	13,011	39%
Medical/Dental Supplies	6440	1,000	0	1,000	0%
Contractual Services/Professional	6710	89,115	0	89,115	0%
Contractual Services – Health/Disabilities	6715	20,000	0	20,000	0%
Repairs & Bldg Maintenance- Recurring	6850	30,000	0	30,000	0%
Repairs & Bldg Maintenance - Nonrecurring	6855	10,000	0	10,000	0%
Equipment/Improvements (\$5,000 or more)	7310	153,441	0	153,441	0%
Expendable Equipment	7320	10,000	0	10,000	0%
Advertising	7450	<u>5,000</u>	<u>0</u>	<u>5,000</u>	0%
Total Expenditures		<u>452,277</u>	<u>53,196</u>	<u>399,081</u>	12%
Excess Revenue over (under) Expenditures		<u>0</u>	<u>0</u>	<u>0</u>	

Capital Area Community Action Agency, Inc.
 Head Start NFS Match Requirements
 For the Month Ending December 31, 2022

Match Source	Total Needed	YTD	YTD %	Remaining	Remaining %
Government Contracts - Local		36,449			
Grants - Other Not for Profits		5,881			
In-Kind Revenue		105,548			
VPK/SR		28,111			
	620,300	175,988	28%	444,312	72%

Head Start CC Expenses Dec 2022

Fund			Activity		Effective Date	Expenses Transaction Description
Vendor ID	Code	GL Code	Code	Code		
HANCOCK CC	1064	7435	110	110	12/27/2022	52.43 #1596 DARREL JAMES VISA 12/27/2022 AIRPORT PARKING
HANCOCK CC	1064	7435	110	110	12/27/2022	30.00 #1596 DARREL JAMES VISA 12/27/2022 BAGGAGE
HANCOCK CC	1064	7435	110	110	12/27/2022	30.00 #1596 DARREL JAMES VISA 12/27/2022 BAGGAGE
HANCOCK CC	1064	7435	110	110	12/27/2022	401.93 #1596 DARREL JAMES VISA 12/27/2022 CAR RENTAL
HANCOCK CC	1064	6920	255	255	12/27/2022	47.01 #1596 DARREL JAMES VISA 12/27/2022 GAS
HANCOCK CC	1064	6920	255	255	12/27/2022	54.00 #1596 DARREL JAMES VISA 12/27/2022 GAS
HANCOCK CC	1064	6920	255	255	12/27/2022	54.01 #1596 DARREL JAMES VISA 12/27/2022 GAS
HANCOCK CC	1064	6920	255	255	12/27/2022	60.00 #1596 DARREL JAMES VISA 12/27/2022 GAS
HANCOCK CC	1064	7435	110	110	12/27/2022	35.00 #1596 DARREL JAMES VISA 12/27/2022 GAS RENTAL CAR
HANCOCK CC	1064	7435	110	110	12/27/2022	41.01 #1596 DARREL JAMES VISA 12/27/2022 GAS RENTAL CAR
HANCOCK CC	1064	7435	110	110	12/27/2022	29.00 #1596 DARREL JAMES VISA 12/27/2022 GAS RENTALCAR
HANCOCK CC	1064	7435	110	110	12/27/2022	10.83 #1596 DARREL JAMES VISA 12/27/2022 HOTEL
HANCOCK CC	1064	7435	110	110	12/27/2022	53.94 #1596 DARREL JAMES VISA 12/27/2022 HOTEL
HANCOCK CC	1064	7435	110	110	12/27/2022	54.38 #1596 DARREL JAMES VISA 12/27/2022 HOTEL
HANCOCK CC	1064	7435	110	110	12/27/2022	9.30 #1596 DARREL JAMES VISA 12/27/2022 MEAL
HANCOCK CC	1064	7435	110	110	12/27/2022	9.73 #1596 DARREL JAMES VISA 12/27/2022 MEAL
HANCOCK CC	1064	7435	110	110	12/27/2022	11.46 #1596 DARREL JAMES VISA 12/27/2022 MEAL
HANCOCK CC	1064	7435	110	110	12/27/2022	23.00 #1596 DARREL JAMES VISA 12/27/2022 MEAL
HANCOCK CC	1064	7435	110	110	12/27/2022	24.63 #1596 DARREL JAMES VISA 12/27/2022 MEAL
HANCOCK CC	1064	7435	110	110	12/27/2022	51.55 #1596 DARREL JAMES VISA 12/27/2022 MEAL
HANCOCK CC	1064	7435	110	110	12/27/2022	62.26 #1596 DARREL JAMES VISA 12/27/2022 MEAL
HANCOCK CC	1064	7435	110	110	12/27/2022	1.10 #1596 DARREL JAMES VISA 12/27/2022 PARKING
HANCOCK CC	1064	7435	110	110	12/27/2022	5.00 #1596 DARREL JAMES VISA 12/27/2022 PARKING
HANCOCK CC	1064	7420	255	255	12/27/2022	199.90 #1596 DARREL JAMES VISA 12/27/2022 ZOOM
HANCOCK CC	1064	7435	110	110	12/27/2022	309.80 #6982 FATIMA OLEABHIELE VISA 12/27/2022 CAR + DRIVER
HANCOCK CC	1064	7435	110	110	12/27/2022	261.12 #6982 FATIMA OLEABHIELE VISA 12/27/2022 RENTAL CAR
HANCOCK CC	1064	7435	110	110	12/27/2022	30.00 #6982 FATIMA OLEABHIELE ALEXANDER VISA 12/27/2022 BAGS
HANCOCK CC	1064	7435	110	110	12/27/2022	9.61 #6982 FATIMA OLEABHIELE ALEXANDER VISA 12/27/2022 MEAL
HANCOCK CC	1064	7435	110	110	12/27/2022	9.90 #6982 FATIMA OLEABHIELE ALEXANDER VISA 12/27/2022 MEAL
HANCOCK CC	1064	7435	110	110	12/27/2022	17.62 #6982 FATIMA OLEABHIELE ALEXANDER VISA 12/27/2022 MEAL
HANCOCK CC	1064	7435	110	110	12/27/2022	50.82 #6982 FATIMA OLEABHIELE ALEXANDER VISA 12/27/2022 MEAL
HANCOCK CC	1064	7435	110	110	12/27/2022	2.00 #6982 FATIMA OLEABHIELE ALEXANDER VISA 12/27/2022 PARKI
HANCOCK CC	1064	7435	110	110	12/27/2022	7.850.62 #3535 NINA SINGLETON SELF VISA 12/27/2022 HOTEL. 6 STAFF
HANCOCK CC	1064	7435	110	110	12/27/2022	252.00 #3535 NINA SINGLETON SELF VISA 12/27/2022 INDEED
HANCOCK CC	1064	7450	250	250	12/27/2022	52.28 #5810 VENITA TREADWELL VISA 12/27/2022 CLSRM SUPPLIES
HANCOCK CC	1064	6420	255	255	12/22/2022	59.89 #5810 VENITA TREADWELL VISA 12/27/2022 CLSRM SUPPLIES
HANCOCK CC	1064	6420	255	255	12/22/2022	10.24 #5810 VENITA TREADWELL VISA 12/27/2022 HOTEL CHR
HANCOCK CC	1064	7435	110	110	12/22/2022	12.80 #5810 VENITA TREADWELL VISA 12/27/2022 HOTEL CHR
HANCOCK CC	1064	7435	110	110	12/22/2022	12.80 #5810 VENITA TREADWELL VISA 12/27/2022 HOTEL CHR
HANCOCK CC	1064	7430	259	259	12/22/2022	10.00 #5810 VENITA TREADWELL VISA 12/27/2022 JONES TRAINING
HANCOCK CC	1064	7430	259	259	12/22/2022	10.00 #5810 VENITA TREADWELL VISA 12/27/2022 JONES TRAINING
HANCOCK CC	1064	7430	259	259	12/22/2022	10.00 #5810 VENITA TREADWELL VISA 12/27/2022 JONES TRAINING
HANCOCK CC	1064	7435	110	110	12/22/2022	1.159.65 #5810 VENITA TREADWELL VISA 12/27/2022 HOTEL CHR
LOWES	1064	6850	256	256	12/31/2022	120.68 #82130109106598 BUILDING SUPPLIES HEAD START 12831/2022
Total						11,403.30



**HANCOCK
WHITNEY**

HANCOCK WHITNEY BANK
PO BOX 61750
NEW ORLEANS LA 70161-1750

HC
1/6/23


Visa BusinessCard
Statement of Account
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001403XAC-017856-0001-0002 - 2

MEMO STATEMENT

Account Number
4802-XXXX-XXXX-1596

Statement Date
12-27-22


DARREL JAMES
CAPITAL AREA CAA
309 OFFICE PLAZA DR
TALLAHASSEE FL 32301-2729

**NDD1785L

STATEMENT MESSAGES

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TRANSACTION DETAIL

Post Date	Trans Date	Reference Number	MCC	Transaction Description	Amount
11-30	11-28	24692162333108963226154	5542	GATE 1104 Q80 TALLAHASSEE FL	M54.00 ✓
12-07	12-08	2401134234000047717295	4814	ZOOM.US 888-799-9886 WWW.ZOOM.US CA	M199.90 ✓
12-08	12-06	24692162341102990654546	3355	SIXT.COM/ ONLINE 888-757-7498 FL	M401.93 ✓
12-08	12-07	24692162341103207630005	7991	SQ *NELL'D IT TALLAHASSEE FL	M420.00 ✓
12-09	12-08	24137482343001680218324	5411	PUBLIX #1051 TALLAHASSEE FL	M23.59 ✓
12-09	12-08	24239002342900019200119	5812	G&G CARIBBEAN RESTAURANT TALLAHASSEE FL	M220.00 ✓
12-12	12-08	24692162343104659848239	5542	GATE 1104 Q80 TALLAHASSEE FL	M60.00 ✓
12-13	12-11	24692182346107154598982	5812	FIRST CLASS CONCESSION CITY BEACH FL	M23.00 ✓
12-13	12-11	24943002348978000483111	3001	AMERICAN AIR0010279085706 FORT WORTH TX JAMES/DARREL DEPARTURE: 12-11-22 EBC AA Y FEE	M30.00 ✓
12-14	12-14	24692162348108536931333	7523	PARKMOBILE 770-816-9036 TX	M1.10 ✓
12-14	12-13	24231682347970074975915	5814	RAISING CANE'S #286 DALLAS TX	M11.48 ✓
12-14	12-14	24943002348400102001863	5812	PAPPADEAUX SEAFOOD KIT DALLAS TX	M82.26 ✓
12-15	12-14	24692162349109522205509	5812	TST* BOBS STEAK & CHOP H DALLAS TX	M5.00 ✓
12-15	12-13	24037242348900019155107	5812	WILLIAMS CHICKEN 89 DALLAS TX	M9.30 ✓
12-15	12-14	24692162349109522205491	5812	TST* BOBS STEAK & CHOP H DALLAS TX	M123.66 ✓
12-16	12-14	24755422349163491814439	5813	HILTON SER STK SPIRITS DALLAS TX	M34.38 ✓
12-19	12-16	24231682350970415081582	5814	RAISING CANE'S #111 DALLAS TX	M9.73 ✓
12-19	12-16	24755422351163619010619	3504	HILTON HOTELS ANATOLE DALLAS TX 3097088 ARRIVAL: 12-11-22	M10.83 ✓
12-19	12-16	24692162351101257063885	5812	TST* COUSINS BBQ B43 DFW AIRPORT TX	M24.63 ✓
12-19	12-16	24318052351548565948232	5542	SHELL OIL 10014067002 EULESS TX	M29.00 ✓

STATEMENT DATE 12-27-22	ACCOUNT NUMBER 4802-XXXX-XXXX-1596	ACCOUNT SUMMARY
CUSTOMER SERVICE CALL		NEW PURCHASES AND OTHER CHARGES 2,138.71
Toll Free 1-800-448-8812		NEW CASH ADVANCES .00
		CREDITS .00
		STATEMENT TOTAL 2,138.71
		TOTAL IN DISPUTE .00
		CREDIT LIMIT 5,000.00



**HANCOCK
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HANCOCK WHITNEY BANK
PO BOX 61750
NEW ORLEANS LA 70161-1750

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Issued by Hancock Whitney Bank

MEMO STATEMENT

Account Number

4802-XXXX-XXXX-1596

Statement Date

12-27-22

TRANSACTION DETAIL

Post Date	Trans Date	Reference Number	MCC	Transaction Description	Amount
12-19	12-16	24943002351978000585412	3001	AMERICAN AIR0010279368520 FORT WORTH TX JAMES/DARREL DEPARTURE: 12-16-22 EBC AA Y FEE	M30.00
12-19	12-16	24316052351548565950022	5542	SHELL OIL 10014067002 EULESS TX	M35.00
12-19	12-16	24431052351838004328579	5542	MURPHY USA 7789 QUINCY FL	M41.01
12-19	12-15	24755422350163506449268	5819	HILTON MEDIA GRILL BAR DALLAS TX	M51.55
12-19	12-16	24755422351283515276038	7529	RPS NW FL BEACHES INTL AP PANAMA CITY FL	M52.43
12-19	12-16	24755422351163519011807	3504	HILTON HOTELS ANATOLE DALLAS TX 3097093 ARRIVAL: 12-11-22	M53.94
12-22	12-20	24892162355104882838747	5542	GATE 1104 Q80 TALLAHASSEE FL	M47.01
12-22	12-20	24892162355104862838408	5542	GATE 1104 Q80 TALLAHASSEE FL	M64.01



**HANCOCK
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HANCOCK WHITNEY BANK
PO BOX 61750
NEW ORLEANS LA 70161-1750

*H/W
H/W 12/23*

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001-4012AC-004347-0001-0001 - 2

MEMO STATEMENT

Account Number
4802-XXXX-XXXX-6982

Statement Date
12-27-22

|||||
FATIMA OLEABHIELE **N0004347
CAPITAL AREA CAA
309 OFFICE PLAZA DR
TALLAHASSEE FL 32301-2729

STATEMENT MESSAGES

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TRANSACTION DETAIL						
Post Date	Trans Date	Reference Number	MCC	Transaction Description	Amount	
12-07	12-06	24692162340102608723387	4722	PRICELN*THRIFTY CAR RE 800-774-2364 CT	M261.12	✓
12-13	12-13	24692162347107692376815	7523	DFW AIRPORT PARKING DFW AIRPORT TX	M2.00	
12-13	12-11	24943002346976000735247	3001	AMERICAN AIR0010279067169 FORT WORTH TX ALEXANDER/FATIMA DEPARTURE: 12-11-22 EBC AA Y FEE	M30.00	
12-13	12-12	24226982347091005980050	5411	WAL-MART #0288 GRAPEVINE TX	M50.82	
12-14	12-13	24013392347001545310308	5814	IN N OUT BURGER 283 GRAPEVINE TX	M9.90	
12-14	12-12	24164072347508975308973	5812	IHOP 1333 00013334 DALLAS TX	M17.62	
12-16	12-13	24037242348900019127247	5812	WILLIAMS CHICKEN 69 DALLAS TX	M9.61	
12-19	12-16	24941352360613110489716	3395	THRIFTY #0074024 DALLAS TX	M309.80	

STATEMENT DATE	ACCOUNT NUMBER	ACCOUNT SUMMARY	
12-27-22	4802-XXXX-XXXX-6982	NEW PURCHASES AND OTHER CHARGES	690.87
CUSTOMER SERVICE CALL Toll Free 1-800-448-8812		NEW CASH ADVANCES	.00
		CREDITS	.00
		STATEMENT TOTAL	690.87
		TOTAL IN DISPUTE	.00
		CREDIT LIMIT	2,000.00



**HANCOCK
WHITNEY**

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Statement of Account
Issued by Hancock Whitney Bank

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NEW ORLEANS LA 70161-1750



FATIMA OLEABHIELE
CAPITAL AREA CAA
309 OFFICE PLAZA DR
TALLAHASSEE FL 32301-2729

** 0000001

MEMO STATEMENT

Account Number
4802-XXXX-XXXX-6982

Statement Date
12-27-22

STATEMENT MESSAGES

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TRANSACTION DETAIL

Post Date	Trans Date	Reference Number	MCC	Transaction Description	Amount
12-07	12-06	24692162340102608723387	4722	PRICELN*THRIFTY CAR RE 800-774-2354 CT	M261.12 ✓
12-13	12-13	24692162347107892378615	7523	DFW AIRPORT PARKING DFW AIRPORT TX	M2.00
12-13	12-11	24943002346978000735247	3001	AMERICAN AIR0010279067169 FORT WORTH TX ALEXANDER/FATIMA DEPARTURE: 12-11-22 EBC AA Y FEE	M30.00
12-13	12-12	24226382347091005960050	5411	WAL-MART #0266 GRAPEVINE TX	M50.82
12-14	12-13	24013392347001545310308	5814	IN N OUT BURGER 283 GRAPEVINE TX	M9.90
12-14	12-12	24164072347506975308973	5812	IHOP 1333 00013334 DALLAS TX	M17.62
12-15	12-13	24037242348900019127247	5812	WILLIAMS CHICKEN 69 DALLAS TX	M9.61
12-19	12-16	24941352350813110489716	3395	THRIFTY #0074024 DALLAS TX	M309.80

STATEMENT DATE 12-27-22	ACCOUNT NUMBER 4802-XXXX-XXXX-6982	ACCOUNT SUMMARY
CUSTOMER SERVICE CALL Toll Free 1-800-448-8812		NEW PURCHASES AND OTHER CHARGES 690.87
		NEW CASH ADVANCES .00
		CREDITS .00
		STATEMENT TOTAL 690.87
		TOTAL IN DISPUTE .00
		CREDIT LIMIT 2,000.00



**HANCOCK
WHITNEY**

HANCOCK WHITNEY BANK
PO BOX 61750
NEW ORLEANS LA 70161-1750

GC
1/6/22

Visa BusinessCard
Statement of Account
Issued by Hancock Whitney Bank

001423AC-007333-0001-0001-2

MEMO STATEMENT

Account Number
4802-XXXX-XXXX-3535

Statement Date
12-27-22



NINA SINGLETON
CAPITAL AREA CAA
309 OFFICE PLAZA DR
TALLAHASSEE FL 32301-2729

**N0007333

STATEMENT MESSAGES

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TRANSACTION DETAIL

Post Date	Trans Date	Reference Number	MCC	Transaction Description	Amount
11-30	11-29	24755422334129341335347	7399	HILTON HOTELS ANATOLE COH 214-7481200 TX	M4,639.44
12-02	12-01	24184072335741861813570	4215	FEDEX 86181357 800-4833399 TN	M4.56
12-02	12-01	24184072335741861813398	4215	FEDEX 86181339 800-4833399 TN	M42.78
12-08	12-07	24892182341103215785081	4121	SQ *DISCOUNT TAXI GOSQ.COM FL	M92.00
12-09	12-07	24755422342163423077088	3504	HILTON HOTELS ANATOLE 214-7481200 TX 3097092 ARRIVAL: 12-07-22	M917.48
12-09	12-07	24755422342163423076393	3504	HILTON HOTELS ANATOLE 214-7481200 TX 3097097 ARRIVAL: 12-07-22	M1,146.85 ✓
12-09	12-07	24755422342163423077078	3504	HILTON HOTELS ANATOLE 214-7481200 TX 3097098 ARRIVAL: 12-07-22	M1,146.85 ✓
12-12	12-10	74692182344105982192351	5200	LOWES #00718* TALLAHASSEE FL	M9.88or
12-12	12-09	24892182343104807872186	5200	LOWES #00718* TALLAHASSEE FL	M138.88 ✓
12-12	12-09	24793382343000139313521	7381	ONLINE JOB ADS INDEED 512-4595900 TX	M252.00 ✓
12-14	12-13	24755422347289479065998	7210	ONE LOW PRICE CLEANERS TALLAHASSEE FL	M18.36
12-14	12-12	24892182347107996041949	5542	GATE 1194 Q80 TALLAHASSEE FL	M35.00
12-16	12-14	24137462349100472532072	5943	OFFICE DEPOT #108 TALLAHASSEE FL	M26.27 ✓

STATEMENT DATE	ACCOUNT NUMBER	ACCOUNT SUMMARY
12-27-22	4802-XXXX-XXXX-3535	
CUSTOMER SERVICE CALL Toll Free 1-800-448-8812		NEW PURCHASES AND OTHER CHARGES 8,460.25
		NEW CASH ADVANCES .00
		CREDITS 9.88
		STATEMENT TOTAL 8,450.57
		TOTAL IN DISPUTE .00
		CREDIT LIMIT 10,000.00



**HANCOCK
WHITNEY**

Handwritten:
11/6/23

HANCOCK WHITNEY BANK
PO BOX 61750
NEW ORLEANS LA 70161-1750

Visa BusinessCard
Statement of Account
Issued by Hancock Whitney Bank

001402XAC-008257-0001-0001-2

MEMO STATEMENT

Account Number
4802-XXXX-XXXX-5810

Statement Date
12-27-22

VENITA TREADWELL
CAPITAL AREA CAA
309 OFFICE PLAZA DR
TALLAHASSEE FL 32301-2729

**N0008257

STATEMENT MESSAGES

Save time and money. Automatically. For hassle-free details and to start saving with your eligible Hancock Whitney Business Credit Card for FREE today, visit visasavingsedge.com.

TRANSACTION DETAIL

Post Date	Trans Date	Reference Number	MCC	Transaction Description	Amount
11-30	11-29	24431062334700822698478	8351	EARLY EDUC & CARE INC .EECKIDS.ORG FL	M10.00
11-30	11-29	24431062334700822703642	8351	EARLY EDUC & CARE INC .EECKIDS.ORG FL	M10.00
11-30	11-29	24431062334700822722118	8351	EARLY EDUC & CARE INC .EECKIDS.ORG FL	M10.00
12-13	12-12	24446002347001043887813	5331	DOLLAR TREE TALLAHASSEE FL	M51.26
12-13	12-12	24137462347001718004938	5411	PUBLIX #1401 TALLAHASSEE FL	M52.28
12-13	12-12	24137462347001718004854	5411	PUBLIX #1051 TALLAHASSEE FL	M59.89
12-13	12-12	24137462347001718004771	5411	PUBLIX #1051 TALLAHASSEE FL	M255.00
12-19	12-16	24755422351183519009272	3504	HILTON HOTELS ANATOLE 214-7481200 TX 3097092 ARRIVAL: 12-12-22	M10.24
12-19	12-16	24755422351183519010601	3504	HILTON HOTELS ANATOLE 214-7481200 TX 3097097 ARRIVAL: 12-11-22	M12.80
12-19	12-16	24755422351183519011765	3504	HILTON HOTELS ANATOLE 214-7481200 TX 3097098 ARRIVAL: 12-11-22	M12.80
12-19	12-16	24755422351183519010850	3504	HILTON HOTELS ANATOLE 214-7481200 TX 3097099 ARRIVAL: 12-11-22	M1,169.65

STATEMENT DATE	ACCOUNT NUMBER	ACCOUNT SUMMARY	
12-27-22	4802-XXXX-XXXX-5810	NEW PURCHASES AND OTHER CHARGES	1,643.91
CUSTOMER SERVICE CALL		NEW CASH ADVANCES	.00
		CREDITS	.00
Toll Free 1-800-448-8812		STATEMENT TOTAL	1,643.91
		TOTAL IN DISPUTE	.00
		CREDIT LIMIT	4,000.00

Learn More about the
MVPs Pro Rewards Program
at Lowe.com/PRO



Lowe's® Business Advantage

CAPITAL AREA COMM ACTION
Account Number

Visit us at www.lowes.com/credit
Customer Service: 1-800-444-1408

2-1

Summary of Account Activity	
Previous Balance	\$0.00
- Payments	\$0.00
- Other Credits	\$0.00
+ Purchases/Debits	\$120.68
+ Fees Charged	\$0.00
+ Interest Charged	\$0.00
New Balance	\$120.68
Credit Limit	\$11,000.00
Available Credit	\$10,879.00
Statement Closing Date	01/02/2023
Days in Billing Cycle	31

Payment Information	
New Balance	\$120.68
Total Minimum Payment Due	\$29.00
Payment Due Date	01/28/2023

Promotion Expiration Notification
NOTE: YOU HAVE A PROMOTIONAL PURCHASE EXPIRING. SEE PROMOTIONAL PURCHASE SUMMARY FOR DETAILS.

Promotional Purchase Summary							
The applicable terms of your promotional purchase(s) are below. NO INTEREST promotions are not assessed interest charges during the promotional period. For each promotional purchase, standard account terms will apply to any remaining balance after the Expiration Date. To make more than one payment, you can pay online at the online address stated above or you can mail in your payment to the address on the remit stub. This address is also available from our automated customer service system.							
Purchase Date	Purchase Amount	Promotion Type	Accrued INTEREST CHARGES	Billed INTEREST CHARGES	Payoff Amount	Expiration Date	
12/06/2022	\$120.68	No Interest With Payment	\$0.00	\$0.00	\$120.68	03/02/2023	

Transaction Summary				
Tran Date	Post Date	Reference Number/ Invoice Number	Description of Transaction or Credit	Amount
12/06	12/06	39091	STORE 0417 TALLAHASSEE FL	\$120.68

CUSTOMER SERVICE: For Account Information log on to www.lowes.com/credit. This account is not registered. The authentication code is: 6R TT895, or call toll-free 1-800-444-1408.

PAYMENT DUE BY 5 P.M. (ET) ON THE DUE DATE.

NOTICE: We may convert your payment into an electronic debit. See reverse for details, Billing Rights information and other important information.

7889 8884 Y8E 1 7 Z 230102 PAGE 1 of 5 9296 8811 8588 01FB7959 169182

Detach and mail this portion with your check. Do not include any correspondence with your check.

Account Number: [REDACTED]

Total Minimum Payment Due	Payment Due Date	New Balance
\$29.00	01/28/2023	\$120.68

LOWE'S PRO

Handwritten: 1/28/23

Payment Enclosed: \$
Please use blue or black ink.



New address or email? Print changes on back.

CAPITAL AREA COMM ACTION
309 OFFICE PLAZA DR
TALLAHASSEE FL 32301-2729

169182
MS11



Make Payment to: **LOWES BUSINESS ACCT/SYNCRB**
P.O. BOX 530970
ATLANTA, GA 30353-0970



Capital Area Community Action Agency

CHIEF EXECUTIVE OFFICER REPORT FEBRUARY 2023

Administrative

- Examining a redesign of the website to increase functionality and ease to edit from the user end.
- Currently being audited by the Department of Economic Opportunity Inspector General – one of two Community Action Programs – as part of their annual audit plan. Staff are working with them directly in reviewing Single Audit Act reports and Holdings expenditures.
- Litigation Status: A civil suit has been filed by former employee alleging discrimination. Working with our insurance company for representation. Depositions are being taken. This is an ongoing case that is scheduled for December. *(This is not a new post but will stay here until resolved)*

Impact: Better benefits for staff. Better fiscal accountability.

Programmatic

- Getting Ahead classes are underway and Staying Ahead clients receiving case management.
- LIWAP – Low Income Water Assistance Program for water and utility relief is now available but the process is different from LIHEAP. Staff are to be trained on how to use SERA, the data management system.
- Continue with monthly Head Start management calls with Region IV HHS Office Specialist. Seeking Technical Assistance with 1303 – Facilities Acquisition.
- Weatherization Assistance Program for the Suwanee River Economic Council region still awaits its first project. Looking at contracting out the Region.
- Developing outreach strategy for the Agency in surrounding counties especially Franklin where the Agency manages the State Housing Initiatives Partnership (SHIP) program.

Impact: Redesigning entitlement programs toward more independency services.

Communications and Outreach

- Maintain regular meeting schedule with Jim McShane, CareerSource Capital Region.
- Participated in FACA Board of Directors and Executive Committee Meetings.
- Participated in UPHS Advocacy Committee, Board meetings.
- Participated in the Florida Head Start Association Director's Affiliate Meetings and Board meeting.

Impact: Developing the infrastructure necessary to support the Agency mission



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www.CapitalAreaCommunityActionAgency.org



Resource Development

- Planning for Golden Apple Gala for the spring. Board help will be needed for fundraising.

Impact: Broaden the community network supporting the Agency efforts and services.

Out of Office

- March 2-3 & 6 – PTO
- May 1-3 - PTO

February 15, 2023

Certified Mail

Return Receipt Requested

Tim Center, Chief Executive Officer
Capital Area Community Action Agency
309 Office Plaza Drive
Tallahassee, Florida 32301

Subject: Final Management Decision on Audit of Federal Funds Awarded to Capital Area Community Action Agency, Inc. (CACAA) for the Fiscal Year Ended September 30, 2021

Dear Mr. Center:

The Department of Economic Opportunity (DEO) has reviewed CACAA's Single Audit Report for the fiscal year ended September 30, 2021. The audit contained one (1) deficiency in internal controls and three (3) federal award findings specific to the Community Service Block Grant (CSBG) program that requires DEO to issue a management decision in accordance with 45 Code of Federal Regulations (CFR) 75.521. This correspondence is our management decision on the findings and the corrective action plan related to the findings.

The findings are summarized below:

2021-001 Journal Entry Approval

Criteria: The Committee for Sponsoring Organizations (COSO) defines internal controls as "a process effected by an entity's board, management, and other personnel, designed to provide reasonable assurance of the achievement of objectives relating to operations, reporting, and compliance."

In addition, accurate accounting, tracking, and reporting of Federal and State funds is imperative to ensure compliance with Federal and State laws, regulations, and provisions of grant agreements.

Condition: The Agency's procedures for the review and approval of journal entries is not adequately designed to prevent and detect fraud and misstatement in a timely manner. Journal entries are being posted and approved but include errors and year end journal entries are not being reviewed and approved in a timely manner.

Effect: The Agency must reverse and repost various entries throughout the year due to inadequate procedures in performing the review. Year-end journal entries included within the audited trial balance had not been formally approved.

Florida Department of Economic Opportunity | Caldwell Building | 107 E. Madison Street | Tallahassee, FL 32399
(850) 245.7105 | www.FloridaJobs.org | www.Twitter.com/FLDEO | www.Facebocok.com/FLDEO

An equal opportunity employer/program. Auxiliary aids and service are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TTD equipment via the Florida Relay Service at 711.

Cause: The process for creating the journal entries and providing back up support includes multiple entries for various transactions that do not inter-relate. This causes the review process to slow and increases the risk of error without approval from an individual with a high degree of understanding and/or skill.

Recommendation: To avoid erroneous or unauthorized journal entries from being recorded, we recommend that the supporting documentation be prepared for journal entries and that an individual with suitable skill and knowledge who is outside of the journal entry initiation process review and approve all journal entries, including supporting documentation, in a timely manner. The documentation of review and approval should be maintained either in hardcopy or electronic format. Additionally, journal entries should be limited to an individual transaction or a set of transactions that are related or similar in nature. This will allow for a more thorough review to occur and reduce the number of errors."

Management's Response: "Journal entries to be prepared with supporting documentation, and provided to reviewer/approver. Posting of reviewed/approved, similar in nature, journal entries are completed by an individual with suitable skill and knowledge in the fiscal department within a timely manner."

2021-002 Internal Controls Over Compliance - Special Tests and Provisions (Tri-Partite Board) - Community Service Block Grant Program (CSBG) - CFDA 93.569 - Grant Period Year Ended September 30, 2021

Criteria: In accordance with the requirements of the Program outlined in CFDA 93.569, CSBG and The CSBG Act at 42 USC 9910(a) nonprofit organizations administer CSBG through a board comprising one-third (1/3) of the members be elected representatives in the community or their designee.

Condition: The Agency was unable to meet the 1/3 requirement for public elected/appointed officials during the year ended September 30, 2021.

Questioned Costs: N/A

Effect: The Agency is out of Compliance with the provision requiring a Tri-Partite Board as defined by The CSBG Act at 42 USC 9910.

Cause: While the Agency's internal controls did identify a lack of participation in this area, they did not include control activities to resolve the non-compliance in a timely manner.

Recommendation: The Agency should implement procedures to mitigate the risk of prolonged non-compliance that are triggered when non-compliance with Tri-Partite Board requirements are identified."

Management's Response: "The Capital Area Community Action Agency Board membership fluctuates over time. Sometimes there are several public representatives or their designees on the board. Other times there are several private sector representatives. As a tri-partite board, low-income representatives are always on the board. While the numbers are not always equal, the Agency strives to meet the spirit of the law in its recruitment efforts. The Board will work to develop a more robust recruitment method to ensure a balance of representation from the three sectors."

2021-003 Internal Controls Over Compliance - Sub-recipient Monitoring - Community Service Block Grant Program (CSBG) CFDA 93.569 - Grant Period Year Ended September 30, 2021

Criteria: In accordance with the requirements of the Program outlined in CFDA 93.569, when a pass-through entity provides a federal award to a subrecipient, the pass-through entity must monitor the activities of the subrecipient as necessary to ensure that the subaward is used for authorized purposes, in compliance with federal statutes, regulations, and the terms and conditions of the subaward.

Condition: The Agency did not monitor their sub-recipients processes for participant eligibility with CSBG criteria.

Questioned Costs: N/A

Effect: The Agency's risk for approving ineligible funding to their subrecipient for individual assistance is increased.

Cause: The Agency does not historically passthrough CSBG funds to a third party and was required to pass these funds through based on the contract requirements. While they were aware of the requirement to perform subrecipient monitoring, they did not perform those procedures to the subrecipients internal controls over eligibility determination.

Recommendation: The Agency should implement procedures to ensure that subrecipient monitoring procedures are implemented for all compliance requirements and perform these procedures on a routine basis."

Management's Response: "The Capital Area Community Action Agency was asked by the Florida Department of Economic Opportunity to act as the quarterback organization in administering the Disaster Recovery Supplemental Funding grant in response to Hurricane Michael. The Agency worked closely with the Tri-County Community Action Agency in setting up the processes to administer the funds. All invoices submitted from Tri-County were reviewed before being approved for processing. Additionally, as questions or issues arose regarding the administration of the funds, Capital Area convened meetings with emergency management consultants and Department officials to ensure DRSF funds were being spent in compliance with the law. On-site monitoring did not take place during this time. Since then, DEO has contracted with Thomas Howell Ferguson to provide management oversight and on-site monitoring has occurred. In the future, should the Agency assume a quarterback role, direct onsite monitoring will be planned for and executed accordingly."

2021-004 Internal Controls Over Compliance - Eligibility - Community Service Block Grant Program (CSBG) - CFDA 93.569 - Grant Period Year Ended September 30, 2021

Criteria: In accordance with the requirements of the Program outlined in CFDA 93.569, the official poverty guidelines as revised annually by HHS shall be used to determine eligibility. The CARES Act allows a state to adopt a revised poverty guideline but it may not exceed 200 percent of the HHS-determined poverty guidelines.

Condition: The test of the Agency's controls over compliance with eligibility compliance requirements resulted in two of 40 samples where the controls were not documented and as such could not be determined to be in place. The test of the Agency's controls over compliance with eligibility compliance requirements resulted in one of 40 samples where the controls did not detect errors in the determination of income for eligibility.

Questioned Costs: N/A

Effect: The Agency's risk for approving ineligible funding for individual assistance is increased.

Cause: Pressures from COVID-19 resulted in controls being performed by others during an absence of qualified personnel and other communication issues. These pressures caused certain procedures in the process to be over-looked, improperly documented, or performed by someone without the requisite knowledge or training.

Recommendation: The Agency should implement procedures to ensure that when pressures arise that create additional risk for error and/or noncompliance, additional safeguards are put in place including routine monitoring and cross training."

Management's Response: "Capital Area Community Action Agency administers three Community Service Block Grants funded program. The 200% income eligibility criteria applied to all but the Disaster Recovery Supplemental Funds that stayed at 125%. A Florida Department of Economic Opportunity monitoring of the grants during this period did not find any eligibility compliance issues. Given this audit finding, staff will conduct a re-training of all CSBG staff to review income eligibility determinations and documentation necessary for the files."

DEO Management Decision

Based on our review of the auditor's findings and CACAA's corrective action plan, the findings are sustained. The DEO Office of Inspector General (OIG) is in the process of conducting an audit of CACAA. The DEO Bureau of Financial Monitoring and Accountability will follow-up to determine the status of corrective action taken upon receipt of the OIG's report.

If you have questions regarding this Management Decision, please contact Valerie Peacock at (850) 245-7388 or via email at Valerie.Peacock@deo.myflorida.com.

Sincerely,



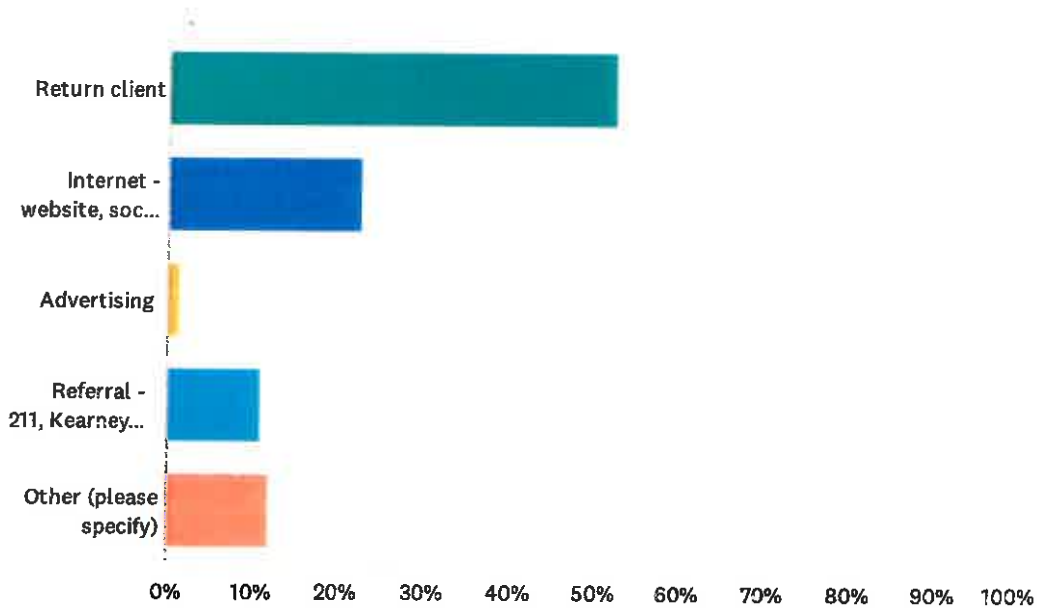
Allyce Moriak
Chief Financial Officer

AM/vp

Enclosure: Notice of Administrative Rights

Q1 How did you find out about Community Action?

Answered: 198 Skipped: 1



ANSWER CHOICES

RESPONSES

Return client	52.53%	104
Internet - website, social media, etc.	22.73%	45
Advertising	1.52%	3
Referral - 211, Kearney, etc.	11.11%	22
Other (please specify)	12.12%	24
TOTAL		198

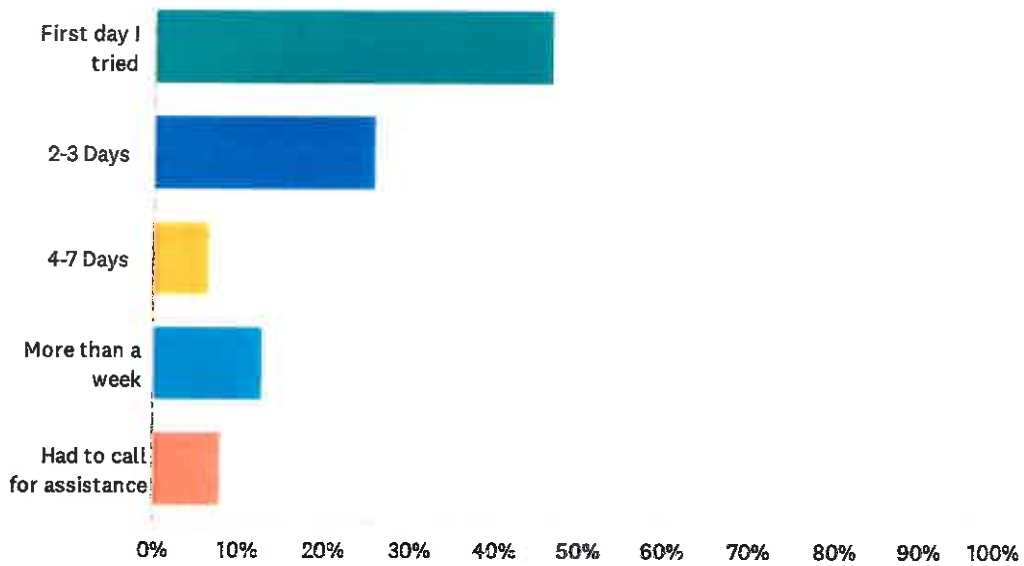
#	OTHER (PLEASE SPECIFY)	DATE
1	A neighbor	2/15/2023 7:19 PM
2	i received help before	2/15/2023 6:30 PM
3	96.1 Jamz	2/8/2023 6:32 PM
4	Sister	2/4/2023 5:39 PM
5	Girlfriend	2/4/2023 9:54 AM
6	Talgov	2/3/2023 8:41 PM
7	Vocational education Rehabilitation	2/3/2023 5:31 PM
8	searching	2/3/2023 5:27 PM
9	Friend	2/3/2023 5:10 PM
10	Hope Coalition	2/3/2023 3:44 PM
11	Friend	2/3/2023 2:40 PM

Client Service Survey

12	REFER BY OTHER CLINT	2/3/2023 2:22 PM
13	Getting ahead program	2/3/2023 2:07 PM
14	Known resource	2/3/2023 2:06 PM
15	A friend	2/3/2023 1:55 PM
16	Friend	2/3/2023 1:50 PM
17	A friend told me about it	2/3/2023 12:38 PM
18	Mentor- M. Watson	2/3/2023 12:36 PM
19	Family Member	2/3/2023 12:18 PM
20	Friend	2/3/2023 12:16 PM
21	My mother worked with LIHEAP in North and South Florida	2/3/2023 11:52 AM
22	Friend	2/3/2023 11:41 AM
23	Mental Health Therapist	2/3/2023 11:39 AM
24	It's in the city	2/3/2023 11:29 AM

Q2 How long did it take to submit your application?

Answered: 197 Skipped: 2



ANSWER CHOICES

First day I tried
 2-3 Days
 4-7 Days
 More than a week
 Had to call for assistance

RESPONSES

46.70% 92
 25.89% 51
 6.60% 13
 12.69% 25
 8.12% 16

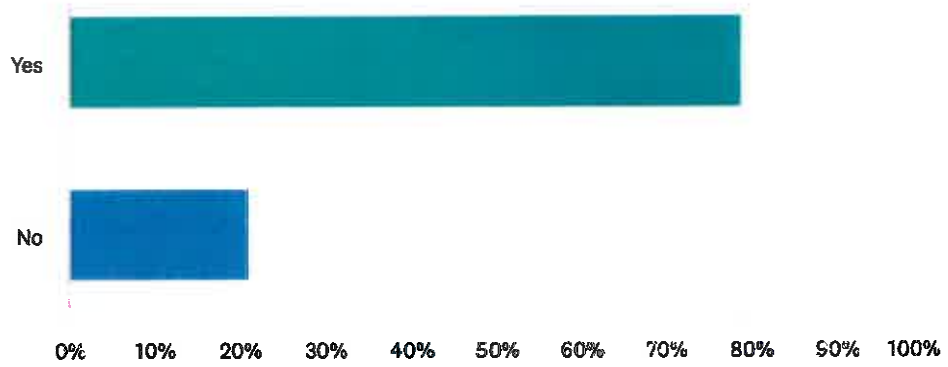
TOTAL

197

Client Service Survey

Q3 Have you received help from Community Action before?

Answered: 199 Skipped: 0



ANSWER CHOICES

Yes

No

TOTAL

RESPONSES

78.89%

21.11%

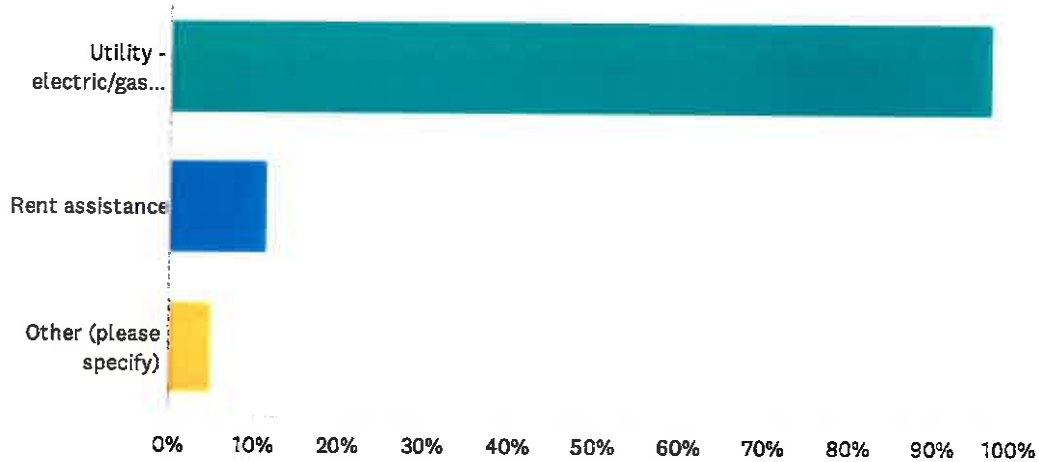
157

42

199

Q4 What kind of assistance did you need?

Answered: 199 Skipped: 0



ANSWER CHOICES

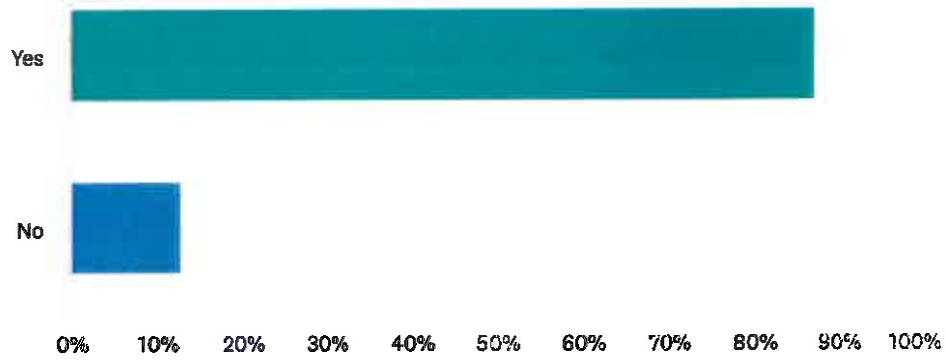
RESPONSES

Utility - electric/gas/water	96.48%	192
Rent assistance	11.56%	23
Other (please specify)	5.03%	10
Total Respondents: 199		

#	OTHER (PLEASE SPECIFY)	DATE
1	Air conditioning	2/7/2023 1:47 PM
2	Security deposit	2/5/2023 12:20 PM
3	Gas propane but was told I couldn't receive assistance 🙄 hi	2/4/2023 2:34 AM
4	They did not help me	2/3/2023 5:27 PM
5	none received due	2/3/2023 2:42 PM
6	Getting Ahead Class	2/3/2023 1:32 PM
7	Weatherization	2/3/2023 11:56 AM
8	Class admittance	2/3/2023 11:44 AM
9	Utilities	2/3/2023 11:29 AM
10	None	2/3/2023 11:28 AM

Q5 Was Community Action able to meet your needs?

Answered: 196 Skipped: 3



ANSWER CHOICES

Yes

No

TOTAL

RESPONSES

87.24%

12.76%

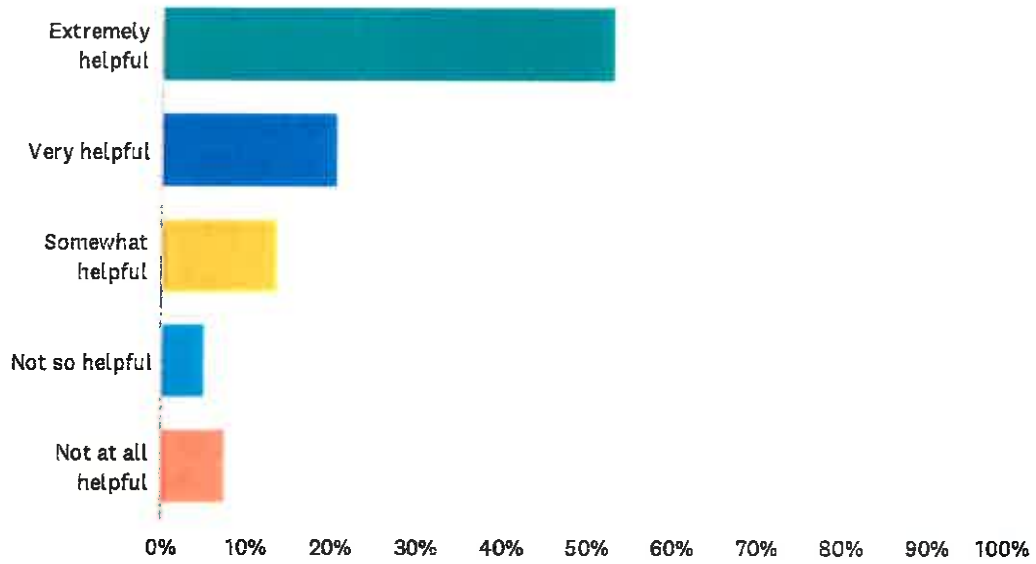
171

25

196

Q6 Was Community Action staff helpful and professional?

Answered: 198 Skipped: 1



ANSWER CHOICES

Extremely helpful
 Very helpful
 Somewhat helpful
 Not so helpful
 Not at all helpful

RESPONSES

53.03% 195
 20.71% 41
 13.64% 27
 5.05% 10
 7.58% 15

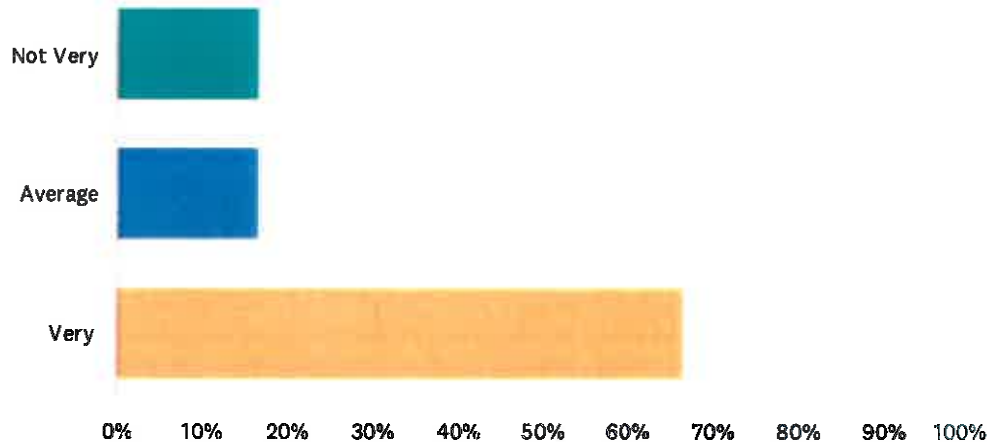
TOTAL

198

Client Service Survey

Q7 How satisfied were you with the service from Community Action?

Answered: 199 Skipped: 0



ANSWER CHOICES	RESPONSES	
Not Very	16.58%	33
Average	16.58%	33
Very	66.83%	133
TOTAL		199

Q8 Please share any comments or suggestions. Thank you.

Answered: 115 Skipped: 84

#	RESPONSES	DATE
1	The case worker was very friendly and helpful.	2/15/2023 6:30 PM
2	Ms. Mereith is very friendly and is a people's person who goes out of her way to assist all people alike, she is great and we need more people like her.	2/15/2023 7:57 AM
3	Keep Up The Good Work. Because Everyone Cannot Always Afford To Pay All Their Bills And We Need More Services Like This That Can Help In The Time Of Need. Because Everyone Doesn't Always Have The Money To Do It Themselves. God Bless You'll So Yall Can Keep Being A Blessing	2/14/2023 10:46 AM
4	Thanks for all you do to support our community!	2/13/2023 2:40 PM
5	Im disabled and I thank you very much for your services and it helped me out a lot on my utilities in my time of need.god bless.	2/10/2023 6:32 PM
6	A lot of people are guardians for kids that are family but they don't have custody but we can not use them that is not fair if we receive services from the department of children and families it should count as well	2/9/2023 1:59 PM
7	Ya'll have come along way with handling the cleinys with compassion/general concern/with professionalism..I give Community Action a 92%	2/9/2023 12:38 PM
8	Issue: The online application is an older version and I had to resubmit documents I'd already uploaded.	2/8/2023 9:15 PM
9	I'm just so blessed to have someone to help me when me and my family are going through hardship. We Thank You 🙏	2/8/2023 9:09 AM
10	Concerned people are in need that's why these programs are vital..but the workers act like the money is theirs the ones paying our Bill's ..like its coming out of their pockets to us the clients..the hoops they make you jump through is so discouraging at time..this time I was in need of help I tried for 3 weeks straight with no assistance getting on the Internet site..until I had to call and complain how does 25 people apply in 2 minutes I was on line at 759am waiting for 800am to hit and at 802am im kicked out It just doesnt make sense..then when I Am reach the intake worker doesnt want to take my landlord's month to month letter head lease paper Its ridiculous..so now I am at risk of losing my place In line for help when In the past the letter has been satisfactory..its like they recent us for needing help..they need a class in compassion and how to be patient knowing people are in need like my self..my utilities were 420.00 I paid 208.00 two days before they contacted me only because I called in and a nice receptionist passed my concerns forward ...so then on Feb 3rd this lady here Victoria mathis called who is handling mycase now and was so unprofessional with me the day she called ..this is the worker handling my case now it's so unfair..hire folks who want to help folks that's what these programs were ment to be and for..IJS am totally disabled but at lease I try to pay my Bill's with out asking for assistance just once in a while..just like when I was randomly PICKED I was grateful thank you...	2/8/2023 8:00 AM
11	I noticed an improvement in the professionalism of the caseworker who assisted me this time in comparison with a caseworker who assisted me when the online system first opened up.	2/7/2023 4:39 PM
12	They were great and prompt	2/7/2023 1:47 PM
13	Grateful	2/7/2023 11:32 AM
14	The Lady's are very polite and friendly	2/6/2023 9:23 PM
15	You all were very helpful. Thank you	2/6/2023 9:23 AM
16	haven't heard anything about my application yet, still waiting for a response	2/6/2023 9:01 AM
17	My name is Verne't myers and am deaf need my help emcery for rent thabks and can connect	2/6/2023 2:34 AM

Client Service Survey

321-743-7852 asap

18	I applied for utility assistance, and the advisor that was assigned to me was Kathy Williams she was not helpful at all. She did not return calls. She kept asking for more and more and I provided it, but I never was able to receive assistance within a timely manner.	2/5/2023 12:53 PM
19	I appreciate the help and assistance so much, thank u all and blessings to you and your families.	2/5/2023 12:20 PM
20	NA	2/5/2023 10:34 AM
21	I repeatedly tried to get in touch with the person that was supposed to be assisting me well I felt she was giving me the run around regarding my utility bill not yet past due. I called every week even two days before it was due. The person said listen I've told you to call back your bill isn't qualified yet it's still not past due. I have cancer and i wear a medical alert button and I really needed assistance back last year 2022. With the assistance of City of Tallahassee Representative i got an extension. I was already going thru a lot and that was like a slap in the face she never asked me anything about my situation rushed me off the phone. I didn't get any assistance from Community Action in 2022 I sought assistance elsewhere. Thanks	2/5/2023 1:00 AM
22	I felt like because I wasn't black the staff did not want to entertain me	2/4/2023 5:49 PM
23	It took several days to fill out the app online. I had to do it at 2AM...when I should be sleeping bc I'm a dialysis patient who was very sick at the time. Then my case worker did not turn in my request to cut off Tallahassee on time. Therefore, my disabled son, my daughter and myself (disabled) slept in a cold house for 3days. Yes it was 30 degrees.... We caught the flu and strep (throat behind that weekend!!!!	2/4/2023 2:27 PM
24	The staff really there to help families	2/4/2023 1:39 PM
25	I'm waiting on the payment hasn't posted..	2/4/2023 11:53 AM
26	The agent who handled my case was very judgemental and let her own personal bias reflect how she handled my case. She had the ability to not let my lights get turned off if she handled things professionally but she didn't. She purposely waited to allow my lights to be turned off. My suggestion would be for the head director or above to actually see who's bills are being paid or is it a certain trend cause from what I'm seeing personally, they have selective choices as who they feel deserves to be helped. It's disgusting. I submitted a second application twice and never heard anything back from anyone! Definitely hire people who are honest!	2/4/2023 7:27 AM
27	I am definitely appreciate for they help me alot	2/4/2023 6:46 AM
28	I will please with community action the service is very excellent the client there is real friendly and they help you understand things that you do not know and they help me pay my light bill I thank you very action and everybody work for a community Leonard, Florence, Jr	2/4/2023 6:29 AM
29	I feel it shouldn't matter what kind of gas needed for utilities. Propane gas should be included. I went without hot water and heat because of being denied assistance with this type of gas. I was also waiting to hear from a case worker I didn't know I had as a result my lights were turned off	2/4/2023 2:34 AM
30	Good service	2/4/2023 1:15 AM
31	I appreciate your help in time and need. You've helped the community in more than one way! And all I can say is Thankyou so much for being a helping hand to low income residents! We truly appreciate your support:)	2/3/2023 10:29 PM
32	Staff was very kind. They kept in touch with me throughout the process via email.	2/3/2023 10:10 PM
33	They helped immediately and my services were restored the same day. I am a full time college student and has just had a baby a month earlier.	2/3/2023 10:04 PM
34	The system to apply online is a horrible system. It doesn't matter if You call or try to apply online it always states that they have met the 25 people to TRY again another day. Well it's never a good day I javelin tried every hour on the hour and still not able to submit an application PLEASE HELP	2/3/2023 8:58 PM
35	The ladies was very helpful and understanding to the situation and listen to my problems. Very Caring Spirit. Thanks to all the staff!	2/3/2023 8:41 PM

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36	This is based on the experience I had with them last year. I am in need of assistance again and I can't get through to anyone at all still today.	2/3/2023 7:44 PM
37	Thanks for your help it really helped me out	2/3/2023 7:32 PM
38	Thank you	2/3/2023 6:59 PM
39	The women assigned to me was rude. She was more concerned about her vacation than she was about her employment. She would not call back when I had questions and when she finally picked up the phone her tone and attitude were deplorable. As a former HEAA employee for a nonprofit I know the effort it takes and no person should be treated like asking for help from an employee is a burden. I will never contact this place again and your employees should be trained properly.	2/3/2023 6:26 PM
40	Very. Help. Thank. You	2/3/2023 5:58 PM
41	I used community action previously and now since the system changed to 25 applications a day I can't seem to get through. I try every day at 12 o'clock and still no luck	2/3/2023 5:56 PM
42	The staff with Community Action went beyond and above to provide me And my family with help in a desperate need of time. The staff was so helpful and caring and even though I broke down and cried she assured me everything will eventually be alright. I can't thank the Staff enough for their help and caring attitudes.	2/3/2023 5:52 PM
43	This service has been a lifesaver. I was in a terrible car accident February 15th, 2022. Next month over a year later they have found the problem and o am now awaiting Spinal surgery. I have not been able to work this whole time.	2/3/2023 5:31 PM
44	It's very sad how information must be extracted from employees & how easily they dismiss you & your needs with indifference.	2/3/2023 5:27 PM
45	I had to keep calling took a long time to get in	2/3/2023 5:05 PM
46	Although I'm thankful for the services I've received, I just want it to be made aware of how rude your agents are in this office. I could see if one situation was a fluke but every time (twice) that I've been in contact w you all, I not only feel disrespected in some way, I also feel like your agents have teamed up on me both times. Big bully behavior in this office and I PRAY TO GOD I never need you alls assistance again.	2/3/2023 4:47 PM
47	Awesome staff!! Went the extra mile to assist me.	2/3/2023 4:44 PM
48	I was very pleased with help of utility but no funds was available for rent...	2/3/2023 4:43 PM
49	Mrs. Luke was very helpful, professional and a big help.	2/3/2023 3:52 PM
50	There should be another way to sign up for help. The system is not for everyone. Some do not have computers and no way to get to your office. Also the system is not easy to load documents it send you out and want let you back in to finish	2/3/2023 3:34 PM
51	Learn How To Answer the phone and customers Being Able To Reach Yall Faster Than You Do now 2 hardest company you can never get a hold of && Not To Mention The Website Difficult && Takes Forever or Always Not Availabile	2/3/2023 3:09 PM
52	I believe that I received assistance from this outfit around 7 or 8 times and maybe one time everything was smoothe sailing. Every other time I had to call numerous times and numerous people and no matter how kind and patient I behaved I felt like I was talked to in a demeaning manner by every single member in staff. Now I have tried applying for assistance every day around the clock for two months with no luck. My utilities were shut off, I stayed home for about two weeks with my 16 month old and three year old and then went to my moms for two weeks and finally I had someone else turn power on in their name so I could go home. I am very dissatisfied with this outfit and wish another outfit would provide LIHEAP assistance.	2/3/2023 2:47 PM
53	The staff helping was very rude and unprofessional. Speaking very harshly to individuals with a need and actually witness this in person	2/3/2023 2:42 PM
54	Amazing service	2/3/2023 2:40 PM
55	THEY DID FOLLOW UP	2/3/2023 2:22 PM
56	Very appreciated, I trouble now, Senior	2/3/2023 2:18 PM

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57	I'm in need of help now with my light bill been in and out the hospital had a tumor removed from my neck trying to recover every time I tried to sign in the morning at 7-8 it want let me but I really need help if y'all can help me and my kids thanks	2/3/2023 2:07 PM
58	I was denied because the staff wanted a lease. I provided what I had through my apartment and she said she don't got nothing to do with that with her rude insensitive behavior.	2/3/2023 2:06 PM
59	Everyone was very respectful, helpful and understanding.	2/3/2023 1:55 PM
60	Thank you for all you CaCAA	2/3/2023 1:51 PM
61	I really do appreciate what your agency is doing. You guys have been such a blessing.	2/3/2023 1:50 PM
62	I don't like having to use the online portal to get through.... it's very hard to get through!	2/3/2023 1:49 PM
63	I started the Getting Ahead classes in August of 2022 while living at the Kearney Center. I enjoyed learning new life skills of budgeting and managing my time plus money on a daily basis while attending. My teachers were great at listening as well as sharing similar situations of being in the poor, middle and wealthy classes of living in the world. Learning new skills have helped me get ahead and not to give up. Even though I still struggle but the tools I have make the anxiety less amplified. It's great knowing that we still have individuals who love helping others who are suffering with long and short term disabilities like myself. Mr. Marcellus and Ms.K helped me during an exciting transitioning time in my life of being back on my own in my own apartment. I couldn't make it to the graduation due to 3 deaths in my family but I just want y'all to know GOD knows I am thankful for that opportunity. Last, thanks so much for allowing me to prove to myself that I am still worth teaching, helping plus loving. Honestly Appreciative Ms.P	2/3/2023 1:32 PM
64	It is hard to get to the first process of the application. It is showing always that it's full and no application is been accepted.	2/3/2023 1:31 PM
65	This is an amazing program	2/3/2023 1:30 PM
66	Takes to long to submit utilities assistance application and especially when client is having a utilities crisis emergency which is on the verge of being disconnected.	2/3/2023 1:14 PM
67	Caseworkers are very nice caring and helpful but the supervisor is extremely rude and the case worker Cynthia was very rude as well.	2/3/2023 12:59 PM
68	It's very hard to get through with placing an application. And sometime I will only get part of my bill paid	2/3/2023 12:59 PM
69	I really have to say your agents work really hard. However my opinion they need more workers, and yes I will be willing to help or work with you all. My mom use to work with you all before she passed. Your agents is doing a great job. Thank you all so much.	2/3/2023 12:56 PM
70	Great customer service	2/3/2023 12:48 PM
71	My case worker was very educational and got her job done. Thanks	2/3/2023 12:48 PM
72	Amazing customer service.	2/3/2023 12:45 PM
73	No comment because Community Action Agency have been great in helping me and with submitting my documents. Just an inquiry as to when they will have rental assistance again?	2/3/2023 12:44 PM
74	Thanks for helping when In need. It's greatly appreciated ❤️	2/3/2023 12:38 PM
75	The agents are rude and talk to you in a look down kind of way	2/3/2023 12:36 PM
76	The process was pretty quick.	2/3/2023 12:32 PM
77	Thank you for all you do for the community	2/3/2023 12:30 PM
78	I just want to say thank you. Being a mom that works and receives no public assistance. I need help. Community Action was there when I needed help.	2/3/2023 12:23 PM
79	I called Community Action back in 2022 and never anything from Community Action.. Bad and unprofessional	2/3/2023 12:18 PM
80	Great staff! Thankful for all you guys do for the people in need	2/3/2023 12:18 PM
81	Staff was not helpful and talked down to me each time I did an application, especially Tabitha	2/3/2023 12:16 PM

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	Brown. They also asked for different documents each time and were not consistent.	
82	I thank you for helping me when I needed your help I don't come very often but sometime I need that extra help so I will be able to make it through the month because I get disability and sometime it's just not enough sometime your bills very difficult to pay when you have the only income coming in so I thank you for this program it really do helps a lot of people like me but you know you always have those who always try to beat the system unfortunately it's some of those out there thank you very much for standing by us in our time of need great job very very great job	2/3/2023 12:14 PM
83	Thank God for the agency and how it helps with the daily living of other. Many people are struggling to make ends meet. without the help where what and how will it get accomplish. Thanks a million	2/3/2023 12:10 PM
84	I understand the limitation on the number of people you are allowed to extend assistance to, but 25 applicants per day makes it very difficult to become eligible for assistance. Both times I have been able to get assistance it has required me waking up at 2am and logging in to become eligible. There has to be a more efficient way to serve an entire county of people in need that does not restrict the qualifying number to 25 and require setting an alarm for 2am in hopes of making it before the daily quota is met.	2/3/2023 12:09 PM
85	The case manager that helped me was very nice and helpful and everything that she said she was going to do in the time was done with ease and I'm very appreciative and thankful for the help that I received.	2/3/2023 12:06 PM
86	The Crawfordville location is very professional but being she was on vacation I had to deal with the Tallahassee location and it wasn't a good experience. I emailed everything and she told me I was good .My lights went off and she never responded to my calls, messages, or email. I had to call a supervisor to get them back on. I've talk to serval ppl and she has a pattern of not doing her job in good standards. Hopefully you'll handle the matter	2/3/2023 12:05 PM
87	I was not able to get the help I so desperately needed for rental assistance but I did get utility assistance. it was very hard to get through initially and the staff wasn't very helpful or friendly. However after trying for a long time I was able to finally able to submit an application. The process was swift and the staff was super helpful and friendly. I thank them for their help and understanding. I just think the initial process of getting through wasn't so difficult. I am grateful and happy these services are available. I just had a premature daughter and fell behind due to our lengthy hospital stay and have been behind trying to catch up since so thank you again.	2/3/2023 12:03 PM
88	The website doesn't allow you to submit an application. It states that it only accepts 25 applications a day however no matter what day or time it is that is the same message you will receive. When you are able to finally get someone on the phone they simply refer you back to the site. I have been trying to apply for months	2/3/2023 11:59 AM
89	I was told I made too much money for assistance (gross amount!) I was disappointed in a program design to assist the community	2/3/2023 11:58 AM
90	Some of the staff are very rude and unprofessional, They talk to you like it's help or money coming out of their pockets.	2/3/2023 11:57 AM
91	/	2/3/2023 11:56 AM
92	It is hard to get through. I feel as if you could do better about assisting clients on getting connected	2/3/2023 11:56 AM
93	Lack of communication and inconsistent communication via email. I submitted my application and never heard back after 2-3 weeks of calling and leaving messages for Shakera Jenkins she sent an email stating she had called and emailed me...which she did not and could provide any details of the calls or previous emails sent because I reached out to her supervisor. My utilities were disconnected due to the lack of communication and I was also charged a fee to reconnect services. I explained my situation to shakerra Jenkins letting her know my application had been turned in with enough time to have it completed prior to my disconnect date. She was unprofessional about assisting me to have the application approved. And dishonest about when she would send the information to the utility company.	2/3/2023 11:55 AM
94	Everything is fine	2/3/2023 11:54 AM
95	My initial Crisis assistance in September 2022 was awesome because I was told there was no HE funds therefore, I needed assistance twice afterwards and the assigned case manger and	2/3/2023 11:52 AM

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Program Manager made it so difficult for me to get HE assistance. I believe the Program Manager was withholding those benefits from the vulnerable population so I reported this agency to DEO. I finally received the HE benefits I was eligible for. However, it should never have escalated to that point because I had provided all required documents that were needed to process my LIHEAP application.

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| 96 | The super helped me with the assistance process better than the intake worker. My utilities were cut off during the process and that should not have happened. Overall the bill did get paid and I am thankful for that. | 2/3/2023 11:50 AM |
| 97 | Didn't get any help, run around | 2/3/2023 11:49 AM |
| 98 | The first time I applied I was 9 months pregnant and the case manager I had, Tamara Lockley, was awesome but I ended up going into labor before everything was submitted and they had to close my case, the second time I applied the case manager I was assigned, Meredith Deese, had horrible communication, made me go out of my way to get certain documents, told me everything was done and submitted and I would be getting assistance just to tell me the next day that they couldn't approve me for assistance. Like as a brand new first time mom she made the entire process dramatic and nerve wrecking and I gave up after that. | 2/3/2023 11:48 AM |
| 99 | The people that's out of work like me due to a survey can't never get help because it always say 25 application already been accepted at 6am in the morning but the lady said it start over at midnight that's not fair for older an people that sick an sleep | 2/3/2023 11:47 AM |
| 100 | When I initially applied, I went in person. I was re-directed to apply on line, but my info was taken. Now, I can't seem to apply regardless of time of day (1 min after midnight, 6am or 8), due to applications for the day being filled already. Maybe I need to go back in person. No one to talk to via phone (recording) and no applications being accepted. What to do?! | 2/3/2023 11:44 AM |
| 101 | The manager/supervisor was amazing and very professional. You can tell she was over worked a bit but I had to contact her twice about my application. The case manager working on mine was rude and honestly flat out ghetto. I would ask basic questions and she would get offended. However the experience I received with the manager helped to smooth things out. Things got really hard for me at one time & I had to remind the case manager that we are already going through and don't need more tension. I've experienced better service before in previous times so I know the potential there. But last year was a bit different. (I've only used these services 5-7 in my lifetime) | 2/3/2023 11:44 AM |
| 102 | Great Customer Service Thanks | 2/3/2023 11:44 AM |
| 103 | It was a frustrating experience. Everywhere else I have lived LIHEAP assistance is done as an annual grant program for extremely low income individuals/families. Here it is only emergency assistance. From the time of application to processing and approval it was, I believe nearly 2 weeks. If my utility company had not given me a one time extension, my electric would have been turned off before they processed the application. My understanding is that the caseworker assigned to my file was out of the office, but my file was not transferred to anyone else to process. It was a very stressful situation and I had to reach out for help and to follow up a number of times, before the application was processed. In addition, documents that I had provided were over looked and I was asked to provide them again, before they were located from the original application information. I am disabled and really struggle to make ends meet on SSI, but when I have needed additional assistance, I have reached out to other organizations, as my interaction with your organization was difficult and I have little faith that another application would be processed in time to help prevent utility shut off, as Talquin only gives me about 10 days after the due date. | 2/3/2023 11:44 AM |
| 104 | Thank you! I really needed help and was able to get it. I'm still waiting on disability and things are difficult. I would need more help with utilities if you can refer. | 2/3/2023 11:42 AM |
| 105 | I haven't been able to get in since they went to 25 per day, not even when I try at 8:00 and I have even tried two phones for months and each time it say's we have 25 already try again tomorrow and I do and the next day but it always says the same thing and I can't see how but thanks anyway | 2/3/2023 11:41 AM |
| 106 | I want thank y'all for everything yall did for me. Have a Blessed Day | 2/3/2023 11:41 AM |
| 107 | Please continue to have staff like Ms.Lockley she was very nice and patient. It can be a wait for others and having patient is key. Some of us may get discourage but to have staff | 2/3/2023 11:40 AM |

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members to have patience, great communication and understanding as Ms. Lockley would always be a pleasure. Thank you for your service.

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| 108 | The person who helped me didn't process my documents in on time. My power was going to shut off for me and my daughter. I had to borrow money from friends. Then when she did contact me, she was really REALLY RUDE. She said because I was able to find the money, she was canceling my request. She never asked me anything about my situation. She was very demeaning. I will NEVER go to Community Action center for help again. Nor will I ever recommend it to anyone. No one deserves to be treated that way. You're already embarrassed that you even have to apply. Then to be treated that way. It's just unacceptable. | 2/3/2023 11:39 AM |
| 109 | Personally I don't like the online version of trying to get assistance because sometimes if you try to apply early in the morning the system tells you they have reached their max amount of apps try again later. So I have been doing my best to get assistance | 2/3/2023 11:38 AM |
| 110 | N/A Very Satisfied with the service. Just wish other's assistance programs were the same !! | 2/3/2023 11:37 AM |
| 111 | I would love it if there was funding for rental assistance when I search rental assistance help it sends me to community action but funds are never available I've been trying since 2019 | 2/3/2023 11:36 AM |
| 112 | Just amazing | 2/3/2023 11:33 AM |
| 113 | With the new system I'm unable to submit application. Don't know what time to submit application if it's only 25 begin accepted. Example if I was to go put an application in at 5:30am it would say the 25 application have already been exceeded. | 2/3/2023 11:32 AM |
| 114 | I have submitted my information to two different caseworkers I am it's been days. I still haven't heard anything back. They keep calling and asking me questions about child support I have sent in the papers. They still keep asking me about child support. I don't receive it I haven't got it since the time stamp dated but I am no they just keep asking me to send him more paperwork more paperwork, but I'm left Chyna empty. I don't know what's going on but I know I'm tired of sitting in all my personal documents. | 2/3/2023 11:29 AM |
| 115 | I never received assistance | 2/3/2023 11:28 AM |