

# Opportunities

for Williamson & Burnet Counties

## 2020 ANNUAL REPORT



**Head  
Start**



[www.owbc-tx.org](http://www.owbc-tx.org) | 604 High Tech Drive, Georgetown, TX 78626 | (512) 763-1400



@OpportunitiesforWBC



@OpportunitiesforWBCTexas

# A MESSAGE FROM THE E.D.

OWBC-TX.ORG | 02



To our OWBC community,

While each year provides its own challenge, 2020 was unlike any year we have experienced. The global pandemic had an unprecedented impact and required new ways of working and living. Yet through it all, the team at Opportunities for Williamson & Burnet Counties rose to the challenge and continued to serve our community. Through teamwork and a passion to serve others, OWBC staff quickly responded to the pandemic. We implemented comprehensive protocols and preventative measures to safeguard our staff as they continued to work. I am proud to say that although operations were affected by the pandemic, we adjusted and stayed open during a time of extreme need. We made tough but necessary decisions to ensure safety by temporarily reducing crew, class sizes, and closing our congregate meal sites. These measures allowed us to keep operating while maintaining jobs and providing essential education, housing, financial, and nutritional assistance which our community so desperately needed.

I am also grateful to our board members, our volunteers, the many generous individual donors, community foundations, and community-minded corporations who graciously donated their financial support to our agency. The donation of time and funding enabled OWBC to continue to serve during this pandemic. Our supporters were put to the test, and they responded. For that, our OWBC team will forever be grateful.

This year will not only bring the pandemic, but it will also bring new challenges, including economic hardship, health, and well-being. I have great optimism that OWBC will continue to rise to the challenge of providing essential services to those who need it. I am confident we will continue to persevere and have a fruitful 2021.

Warm Regards,

**Marco Cruz, Executive Director**

# WHO WE ARE

## Mission

To empower children, families, and seniors to achieve and maintain independence by partnering with area organizations to provide education, nutrition, housing, and community support.

## Vision

A healthy, educated community in which all people live independently and with dignity.

## Our Counties

## Williamson County

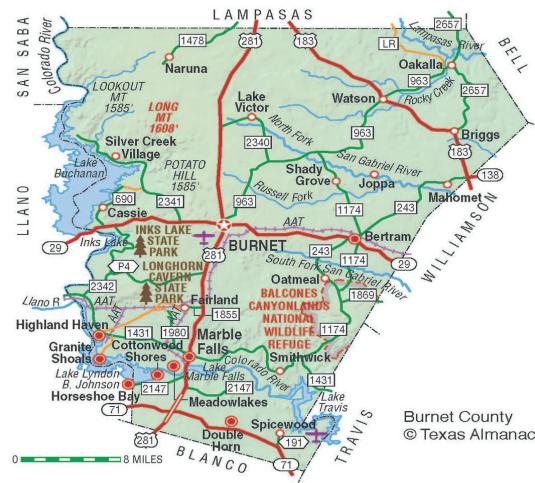
Williamson County is one of the fastest growing counties in the country! Located in Central Texas just north of the state capitol in Austin, Williamson County is gaining in its reputation as an exceptional place to live. Physically, the eastern part of the county is level blackland soil and the western part rolling limestone hills, all drained by the San Gabriel River and tributaries. The county has a lively history including Comanches, outlaws, Texas Rangers, the Chisholm Trail, cowboys, and sturdy pioneers. Today, the county is a center for agribusiness, education, and high-tech industry. –wilco.org



## Burnet County

One of the fastest growing counties in Texas, Burnet County is located in the heart of the Texas Hill Country, with almost 1,000 square miles of beautiful lakes and rolling hills. Burnet County was organized in 1852, and like many counties of its time, had agriculture as its primary economic base. Although agriculture continues to play an active role in the lives of Burnet County citizens, tourism has taken a front seat in driving the economy of the county.

[–burnetcountytexas.org](http://burnetcountytexas.org)



# WHAT WE DO

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Opportunities for Williamson & Burnet Counties (OWBC) was established in 1965 as the area's official Community Action Agency. We are a private, 501(c)(3) non-profit corporation governed by elected officials, community leaders, and target area representatives. Throughout our history we have administered a wide range of social service and economic opportunity programs. We have an annual operating budget of over \$14 million and a staff of approximately 200. Every year we serve thousands of people in Williamson and Burnet Counties, providing services to help those in need. Our programs and services include Community Services, Meals on Wheels, Head Start, and Affordable Housing.

## "Thank You" to our Essential Staff

*As the country began quarantining in March 2020, so did OWBC. We followed health department and CDC guidelines as an essential service provider, and we never shut down operations.*

*Our Meals on Wheels congregate meals halted but our kitchens remained open. While many other providers offered frozen or shelf stable meals, our staff prioritized serving hot meals to our seniors. Our Meals on Wheels staff followed the new safety protocols and delivered hot meals Monday through Friday to our homebound seniors.*

*Head Start classrooms were also closed. Teachers began recording lessons and shared them with our Head Start families virtually. In only a few months, staff produced 70 video lessons, featuring sensory activities, stories, and movement activities, to name a few.*

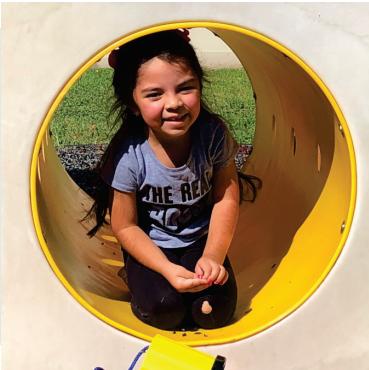
*For Community Services, our case managers transitioned to mostly virtual client visits and distributed donated food and supplies as needed. Our energy assistance staff processed applications remotely, as well, providing relief to low-income families in need.*

*Thank you to all staff members who worked tirelessly to meet the needs of those vulnerable within our own community. Our organization is better because of you.*



# AGENCY IMPACT

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**4,441**

**TOTAL NUMBER OF  
CLIENTS SERVED**

**\$339,143**

**TOTAL INDIVIDUAL  
DONATIONS**

**58,536**

**TOTAL VOLUNTEER  
HOURS**

**\$4,452,966**

**TOTAL IN-KIND  
DONATIONS**



## About the National Community Action Partnership

Community Action Partnership is a national, 501(c)3 nonprofit membership organization that provides technical assistance, training, and other resources to Community Action Agencies, nonprofit and public groups funded by the Community Services Block Grant (CSBG), a federal program that allocates funding to states to connect Americans to greater opportunity. The nation's Community Action Agencies embody our nation's spirit of hope, change people's lives, and improve communities. - [communityactionpartnership.com](http://communityactionpartnership.com)

# DEVELOPMENT

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The Development department at OWBC has many functions, including grant writing, fundraising, managing in-kind donations, and developing community outreach opportunities.

## A Year of Community Partnerships

The Development department looked a little different in 2020, as all in-person fundraisers and events were cancelled due to COVID-19. Development immediately transitioned to online giving campaigns and collected and distributed food, hygiene, PPE donations, and more for clients in need.

To meet the basic needs of our clients, especially homebound clients or those impacted by COVID-19, Development heavily collaborated with community partners. For example, we partnered with Reveal Resource Center and Operation Liberty Hill for food pantry items for our food insecure clients. We connected with Randalls and H-E-B who were able to grant us funding to fill these needs. We also worked with individual donors in the community who made trips to grocery stores to provide toilet paper, pet food, diapers, and groceries for clients.

Amplify Austin	\$7,930.00
WHO Fundraiser	\$65,711.30*
Facebook Donations	\$1,630.46
Holiday Cookie Decorating Contest	\$2,083.04

\*includes matching funds from St. David's Foundation



*"2020 brought on so many new situations and circumstances. Everyone was affected and we had to adjust and work together to ensure our communities received the support and help they needed. We did this. Our partnerships flourished, businesses and nonprofits banded together, individuals of all ages came together, and Opportunities was able to meet the diverse needs of our neighbors. Was it an easy year? No, not at all; but when you see the compilation of resources coming together to build up our communities to survive even some of the most challenging situations, you cannot help but be proud."*

- Lauren McAndrews, Director of Development

# DEVELOPMENT

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## Volunteer and Donor Groups

We greatly appreciate groups and organizations that worked together to give back to our organization through volunteer projects and group donations in 2020.

In February, Dell Technologies' volunteer group sanitized and cleaned our playground and our classrooms in Hutto. In July, the WHO Ladies of Sun City held a virtual fundraiser for our Georgetown Meals on Wheels site. In December, Leadership Georgetown spent a morning creating holiday cards and ornaments for Meals on Wheels seniors. Throughout the year, Rouse High School in Leander organized donations for our Meals on Wheels seniors, including a sock drive and a food drive. Thanks to all of our volunteers and donors who truly embody a "community action" mindset.

## Foundations, Corporate Donors & Partners

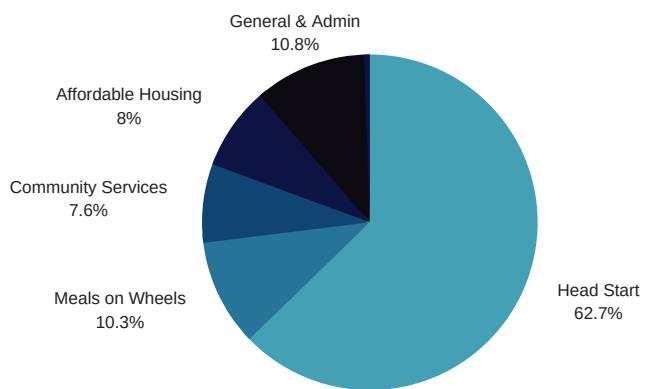
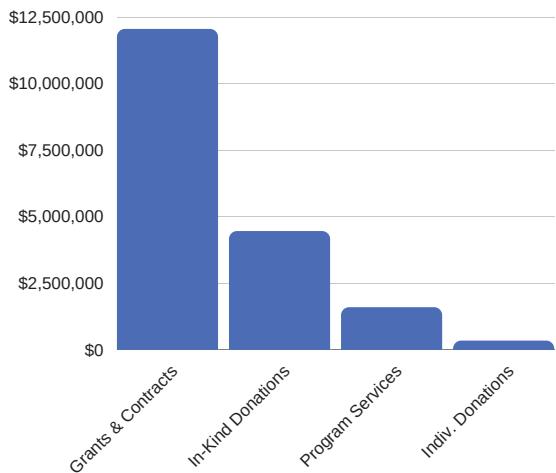
In 2020, we received generous support from foundations, corporate donors, and community partners. We could not have served our clients so successfully without the support of these organizations.

*Many thanks to the following organizations:*



# FINANCE

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## Statement of Activities\*

Grants & Contracts	\$12,043,429	Head Start	\$11,208,717
In-Kind Donations	4,452,966	Meals on Wheels	1,838,775
Program Services	1,593,128	Community Services	1,353,968
Contributions & Other Income	339,143	Affordable Housing	1,429,252
		General & Admin	1,931,344
		Fundraising	101,157
<b>Total Revenues</b> <i>(Shown above)</i>	<b><u>\$18,428,666</u></b>	<b>Total Expenses</b> <i>(Shown above)</i>	<b><u>\$17,863,213</u></b>

## Statement of Financial Position\*

Cash	\$1,921,555
Accounts Receivable	1,304,768
Pre-paid Expenses	49,532
Property & Equipment (net)	<u>8,840,210</u>
<b>Total Assets</b>	<b><u>\$12,116,065</u></b>
Current Liabilities	\$1,514,692
Long-Term Liabilities	<u>7,372,983</u>
<b>Total Liabilities</b>	<b><u>\$8,887,675</u></b>
<b>Net Assets</b>	<b><u>\$3,228,390</u></b>
<b>Total Liabilities &amp; Net Assets</b>	<b><u>\$12,116,065</u></b>

\*Financials are for fiscal year ending 11/30/2020.  
Unaudited financial data includes COVID Assistance.



# SENIOR NUTRITION

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The senior nutrition services offered through Meals on Wheels become increasingly meaningful as our senior population continues to grow. In 2020 alone, we added 522 new clients. As the area's senior nutrition program, we provide hot, noontime meals to seniors in need 5 days a week, 52 weeks a year.

Meals on Wheels helps enable seniors to remain living independently for as long as possible. Meals are delivered by kind volunteers that offer a human connection for seniors who are often isolated and lonely. For many seniors, these volunteers may be the only people they see on a consistent basis. Therefore, volunteers also provide a daily wellness check and can alert staff to any needs or concerns.

## Delivering Through COVID-19

Typically, we offer both home-delivered meals and meals at senior centers in a congregate setting. However, due to COVID-19, our congregate sites were closed for most of 2020. Congregate seniors picked up their meals or had the option to receive home delivery. With many seniors stuck in their homes for the year, those daily wellness checks, even from a distance, made a positive impact.

Additionally, several groups volunteered to make holiday cards and ornaments for our seniors; a local high school even held sock drives and canned food drives to provide basic-need items to our isolated senior neighbors. Our Meals on Wheels program, with the help of the community, delivered so much more than just a meal in 2020.



## By the Numbers



## Volunteer Spotlight: Barbara Huffman

Barbara has volunteered for our Meals on Wheels program for over 18 years and is dedicated to giving back.

**“** Besides the fact that we may be the only person they see that day, for some of my clients, that may be the only meal they get a day. You see the need for companionship, but sometimes, it's just the meal itself that's the most important. **”**



Barbara (shown above) prepares to deliver meals to clients in Marble Falls and Granite Shoals.

*"Meals on Wheels is an integral part of Williamson and Burnet Counties' senior programs. When COVID-19 hit the community, it became even more important that we continue to serve hot and nutritious meals, 5 days a week, to our seniors. We have served more than 220,000 meals and added 500+ clients during the pandemic. Together, with the support of the community and our wonderful volunteers, we have the privilege to serve the seniors in our community." - Carrie Berry, Director of Meals on Wheels*

# COMMUNITY SERVICES

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The Community Services programs are what make OWBC a community action agency. As the area's community action agency, Community Services offers two programs to assist residents in Williamson and Burnet Counties: the Comprehensive Energy Assistance Program and the Self-Sufficiency Program.

## Comprehensive Energy Assistance Program (CEAP)

CEAP is designed to assist low income households in meeting their energy needs. We help pay heating and electric bills for those who qualify. CEAP is for any household at 150% of the poverty level, as calculated within the past 30 days.

## Self-Sufficiency Program

For qualifying families, we provide one-on-one coaching and assistance to help households increase their job skills, education, and wages. Case Management services, for low-income residents, are designed to eliminate poverty and foster self-sufficiency. Our trained case management professionals guide and support clients to successful outcomes, such as obtaining employment, education, and budget training.

## Assisting Households Through COVID-19

Many workers lost employment or working hours due to the pandemic. Our program adapted by adding a COVID-19 Emergency Assistance program that aided those impacted by the pandemic. Most notably, we provided rental assistance to households in need. However, we also met other needs through the program by providing funding for food, gas, or prescriptions.



*Left: Self-Sufficiency Program client, April, received a desk and chair as a donation from IKEA after transitioning to working from home during the pandemic. Right: Self-Sufficiency Program client, Ashley, and her son stopped by for a meeting with her case manager.*

### By the Numbers

- 15 clients transitioned out of poverty
- 69 clients are working toward transitioning out of poverty
- 2,007 total clients served
- 918 households served

### Client Demographics

- 61% female / 38% male clients
- 316 seniors served
- 38 veterans served
- 58% not Hispanic, Latino, or Spanish
- 38% Hispanic, Latino, or Spanish
- 26% of clients have a disabling condition
- 23% of clients are out of work
- 13% of clients receive SSDI

*"We create an impact on thousands of people each year. Community Services provides an invaluable energy payment assistance for our seniors and families through the CEAP program. And, through our Self-Sufficiency program, we are able to coach, mentor, connect, and help support individuals in achieving their dream of a higher education and better paying employment. During this time of COVID, and what ultimately proved to be a pandemic, we adjusted but did not stop. I am proud of our Community Services team and their commitment to serving our families." - Kori Ince, Director of Community Services*

Head Start and Early Head Start are comprehensive child and family development programs that prepare children from birth to five years of age to become successful school students and members of society. We operate our Head Start program out of 12 centers across Williamson and Burnet Counties, providing tools and resources to both the children and their entire families. Family Advocates work directly with Head Start parents to ensure their needs are being met, in addition to the child's.

## Early Childhood Education

Head Start's primary goal is to prepare children to be school-ready so they are able to seamlessly transition to kindergarten. Each child works toward individual goals that are set based on an assessment; therefore, our teachers can adapt their lessons and interactions with children based on their individual needs. Our children learn academics, vocabulary, language, numbers, colors, shapes, and much more. They also learn social skills by engaging with other children in the classroom and on the playground. Additionally, Head Start works to ensure that our children are in good health by keeping them up-to-date on immunizations, dental care, and medical check ups. The program also provides breakfast, lunch, and a snack to all children, Monday through Friday, as well as additional food items for the weekends as needed.



## Teaching through COVID-19

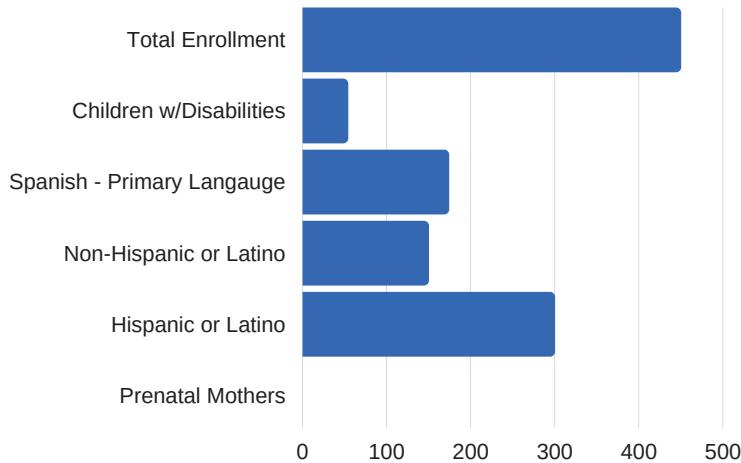
Due to COVID-19, our enrollment was limited in 2020. The pandemic changed the way we operated for much of the year. In the spring, our classrooms shut down, and our teachers quickly adapted to teaching their lessons and activities virtually. Staff set up a drive-thru meal service and offered delivery to families so that children could access the breakfast, lunch, and snack included with the program. We also ensured that our families had access to diapers, wipes, and formula for their little ones - as several clients lost employment during the pandemic.

In the fall, our classrooms reopened with safety protocols in place for our staff, children, and families. Sites were professionally sanitized regularly, mask and temperature requirements were put into place, and social distancing measures were followed. Classrooms were modified but were able to be open to our children.

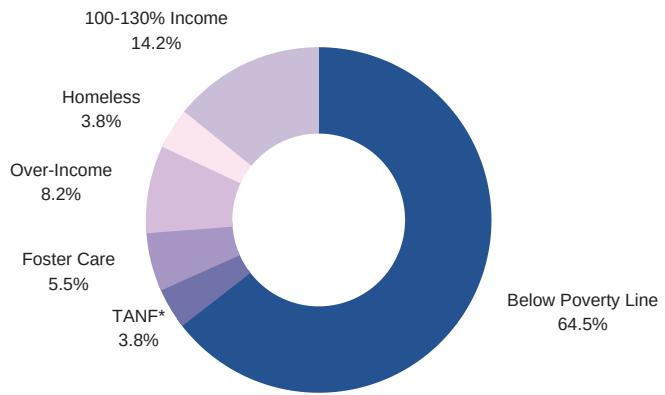
# HEAD START

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## Total Enrollment Breakdown



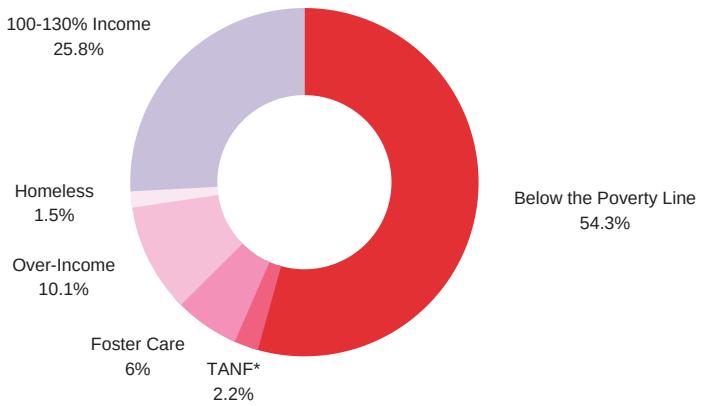
## Early Head Start Enrollment: 183 children



\*Temporary Assistance for Needy Families

- 183 children have health insurance
- 90 children have up-to-date dental care
- 181 children have up-to-date immunizations
- 177 children have Medicaid/CHIP

## Head Start Enrollment: 267 children



\*Temporary Assistance for Needy Families

- 260 have health insurance
- 170 have up-to-date dental care
- 247 children have up-to-date immunizations
- 246 have Medicaid/CHIP



*"We provide education to our children as well as to our families by setting goals and providing resources to them, to promote independence and close the achievement gap. Our goal is to grow the whole family and give them a firm foundation to build upon."* - Lynore Samford, Director of Head Start

# AFFORDABLE HOUSING

The Affordable Housing program offers two properties in our two-county area for low-income residents: Highview Retirement Village in Marble Falls and Cedar Ridge Apartments in Leander.

In 2020, OWBC had 59 residents utilizing the one- and two-bedroom apartments at Highview Retirement Village. The village provides services including informative health programs and screenings, food distribution, and social activities to the resident seniors. Residents pay a percentage of rent based on income, assets, and out-of-pocket medical expenses.

## Housing Through COVID-19

Throughout the pandemic, we were able to deliver some much needed essentials to low-income seniors at Highview Retirement Village such as toilet paper, hygiene kits, water, canned food, pet food for dogs and cats, and other supplemental food. We also were able to schedule COVID-19 vaccinations at our Highview location in Marble Falls, providing the opportunity for on-site vaccinations to interested low-income seniors.

## OWBC Transitioning Out of Housing Assistance in 2021

In 2021, Opportunities for Williamson & Burnet Counties is transitioning out of the affordable housing sector. Cedar Ridge Apartments and Highview Retirement Village will still be available to current residents. However, both properties will be under new ownership by the summer of 2021. Highview Retirement Village, which houses about 60 seniors, some of whom are homebound, will continue serving congregate seniors and delivering meals to homebound seniors through the Meals on Wheels program.



*Top: Highview Retirement Village Housing Manager, Pamela Gilliam, checks the list of seniors receiving their COVID-19 vaccination. Middle: Highview seniors grab some supplemental food to take home. Bottom: A Meals on Wheels senior, who lives at Highview, waits for her COVID-19 vaccination.*

# TESTIMONIALS

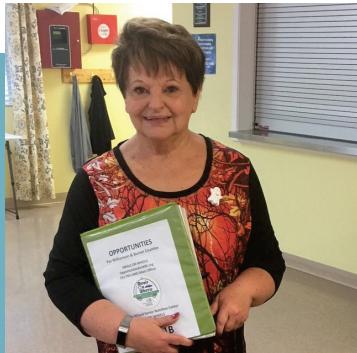
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## Community Services

Brooke Bridges, Client  
Self-Sufficiency Program

*"Whether it's small goals leading up to a larger goal, writing them down for accountability really helps. I think this whole journey has taught me that nothing is impossible. I have developed a friendship with my case manager, Donna. When I've run into difficult situations, it helps to have someone who understands your journey. She has assisted in so many ways."*



## Meals on Wheels

Carolyn Neuwirth, Volunteer  
Madella Hilliard Senior Center

*"I am retired and for the first time, I had the opportunity to do volunteer work. It's a win-win experience. You get the self-fulfillment of knowing you touched another's life; and for the clients, they really appreciate you for bringing them a nutritional meal, giving them the opportunity of interacting with another person, and making them feel valued."*



## Head Start

Amanda Williams, Parent  
Harris-Ross Head Start

*"The Head Start program has helped my children and myself. I love that they provide the right care for my kids. I have had all three of my children here: Major (5), Madison (4), and Mila (3). They all started in the baby room and learned so much at a young age. Head Start has also helped me with my education, and because of them, I have a career that I love. I'm very grateful for the teachers and staff involved with helping my children grow."*



# BOARD OF DIRECTORS

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Since 1968, local community action agencies have been required to have tripartite governing boards to gain and retain designation as eligible entities receive Community Services Block Grant (CSBG) funding. Our board is one-third democratically selected representatives of the low income community, one-third local elected officials (or their representatives), and the remaining members are from major groups and interests in the community.

Our board is responsible for assuring we continue to assess and respond to causes and conditions of poverty in Williamson and Burnet Counties, achieve anticipated family and community outcomes, and remain administratively and fiscally sound.

## Executive Committee

### Frank Reilly

Chair - Burnet County (Public)

*Potts & Reilly, LLP - Municipal Judge*

### Kelly Dix

Vice-Chair - Burnet County (Public)

*City of Burnet - City Secretary*

### Valerie Covey

Treasurer - Williamson County (Public)

*Williamson County - Commissioner*

### Tracy Waters

Secretary - Williamson County (Target Rep)

*Mel's Food & Beverage - Director*

### Sandy Anderson

Member At Large - Williamson County (Private)

*NCI-WFS Rural Capital Area - Director*

*Early Childhood Representative*

## Private Sector

**Nina Stancil** - Williamson County

**Paul Emerson** - Williamson County

**Kara Chasteen** - Burnet County

**Londa Chandler** - Burnet County

## Public Sector

**Mark Tummons** - Williamson County

*City of Leander - Parks & Recreation Director*

**Shelly Denton** - Burnet County

*Burnet County - Compliance Division*

## Target Area Representatives

**Allison Milliorn** - Burnet County

*TX Housing Foundation*

**Rhonda Mundhenk** - Williamson County

*Lone Star Circle of Care; CEO*

**Patsy Leon** - Williamson County

*Head Start Policy Council Chair*

**Leslie Hill** - Williamson County



# OUR LOCATIONS

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## Main Office

604 High Tech Dr.  
Georgetown, TX, 78626  
(512) 763-1400

## Senior Nutrition

**Alan R. Baca Senior Center**  
301 W. Bagdad, Bldg. 2  
Round Rock, TX 78664  
(512) 255-4970

**Bagdad Activity Center**  
351 N. Bagdad Rd.  
Leander, TX 78641  
(512) 259-0288

**Highview Retirement Village**  
200 Hwy. 1431-E  
Marble Falls, TX 78654  
(830) 693-5818

**Madella Hilliard Senior Center**  
803 W. 8th St.  
Georgetown, TX 78626  
(512) 863-5010

**Sunrise Senior Center**  
602 N. Wood St.  
Burnet, TX 78611  
(512) 715-9717

**Taylor Senior Center**  
410 W. 7th St.  
Taylor, TX 76574  
(512) 352-5539

## Head Start

**Bagdad Head Start**  
351 N. Bagdad Rd.  
Leander, TX 78641  
(512) 259-9010

**Bartlett Head Start**  
620 W. Clark St.  
Bartlett, TX 76511  
(254) 527-4645

**Burnet Head Start**  
602 N. Wood St.  
Burnet, TX 78611  
(512) 756-4777

**Florence Head Start**  
203 Adams St.  
Florence, TX 76527  
(254) 793-9495

**Harris-Ross Head Start**  
303 Ferguson St.  
Taylor, TX 76574  
(512) 365-1070

**Highland Lakes Head Start**  
8200 West FM 1431  
Granite Shoals, TX 78654  
(830) 598-7667

**Hutto Head Start**  
80 Mager Ln.  
Hutto, TX 78634  
(512) 642-3144

## **Marble Falls Early Head Start**

700 Ave. T  
Marble Falls, TX 78654  
(830) 693-0497

## **Falls High**

1800 Colt Circle  
Marble Falls, TX 78654  
(830) 798-3642

## **Mary Bailey Head Start**

601 N. College St.  
Georgetown, TX 78626  
(512) 863-5259

## **Rawleigh Elliott Early Head Start**

103 Holly St.  
Georgetown, TX 78626  
(512) 864-9733

## **Round Rock Head Start**

1001 E. Main St.  
Round Rock, TX 78664  
(512) 255-4536

## **Community Services\***

**Community Resource Centers of Texas**  
1016 Broadway  
Marble Falls, TX 78654  
(830) 693-0700

**Sunrise Senior Center**  
602 N. Wood St.  
Burnet, TX 78611  
(512) 255-2202

\*Community Services operates out of the Main Office but also has two satellite offices. By Appointment Only.