

2022-23

ANNUAL IMPACT REPORT



1415 Shelton Avenue
Statesville, NC 28677
www.icare-inc.org



United Way of Iredell County



"Overcoming poverty is not a gesture of charity. It is the protection of a fundamental human right, the right to dignity and a decent life."
- Nelson Mandela

A message from our Executive Director

As we reflect on another impactful year of service to our community, I am filled with immense pride and gratitude for the dedication of our team and the unwavering support of our partners and stakeholders. Together, we have continued to empower lives and build brighter futures across Iredell, Lincoln, Catawba, and Alexander counties.

Through our Head Start and Early Head Start programs, we have nurtured the potential of our youngest learners, laying the foundation for a lifetime of success. Our Weatherization Assistance program has brought warmth and security to homes, ensuring families can thrive in safe and energy-efficient environments. And with the support of the Community Services Block Grant funding, we have been able to address the diverse needs of our community, providing vital resources and opportunities for growth.

But our work is more than just programs and services—it's about the lives we touch and the difference we make every day. It's about lifting each other up, building bridges of hope, and creating a community where everyone has the chance to thrive.

As we look ahead, let us be inspired by the impact we've made and motivated by the possibilities that lie before us. Together, let's continue to dream big, act with compassion, and strive for a future where every individual has the opportunity to reach their full potential.

Thank you for your continued support and partnership. Together, we are truly making a difference."

Bryan Duncan
Executive Director

The mission of I-CARE, Inc. is to empower and assist individuals and families with low incomes to attain skills, knowledge, motivation, and opportunities to become self-sufficient and independent as well as to revitalize our communities.

Service Delivery Snapshot

Service Delivery Snapshot

311	Households served	59	Youth/adults provided employment services		
2	Individuals moved into safe shelter from homelessness	153	Individuals served (not including Head Start children)	175	Head Start/Early Head Start children served
27	Individuals provided emergency rent/mortgage/utility	24	Individuals provided financial skills training	32	Individuals with improved energy efficiency

2022-23 BOARD OF DIRECTORS

PUBLIC SECTOR REPRESENTATIVES

Michelle Edwards

Carolyn Gray

Heather Griffin

Dr. Lisa Mozer

Lisa Pullis

Michelle Ratchford

LOW INCOME REPRESENTATIVES

Janice Gilliam

Liliana Jimenez

John McDonald, Jr.

Scotty Moore

Thomas Wiberg

Tonya Zsarmani

PRIVATE SECTOR REPRESENTATIVES

Jacobi Gray

Nicole Gray

Holly Hamiter

Jake Lowman

Herbert Vanegas

Louis Weeks

BOARD OFFICERS

Scotty Moore, Chair

Holly Hamiter, Vice-Chair

Louis Weeks, Secretary/Treasurer





Core resources

**Community
Services Block
Grant**

**Head Start/Early
Head Start**

**Weatherization
Assistance
Program**

What we do

Supports workforce
development needs of
individuals with low
incomes

Provides early
education services to
1-5 year olds from
families with low
incomes

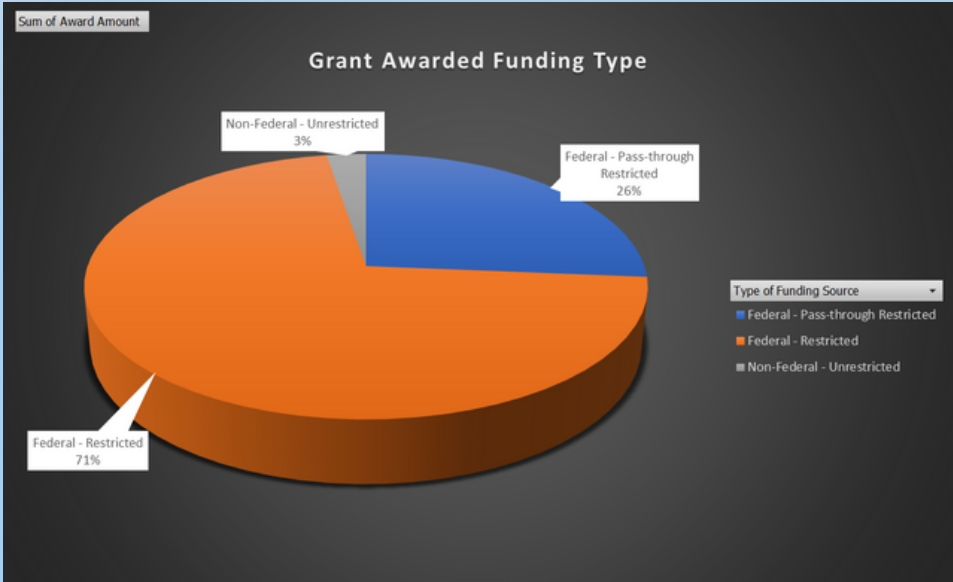
Provides energy
efficiency services
(HVAC, insulation, etc.)
to renters and
homeowners who are
low income

Outcomes

- 26 families moved out of poverty
- 15 individuals gained employment (14 with medical benefits)
- See other outcomes in the report
- Prepared 228 children for entry into kindergarten
- See other outcomes in the report
- 19 homes received energy efficiency services including HVAC repair or replacement and other energy conservation measures

Agency Budget

\$5,483,210



AGENCY FINANCIAL INFORMATION

I-CARE, INC.

As of April 30, 2023

Statement of Financial Position

ASSETS:	
Cash on Hand	\$ 71,538
Accounts Receivable	\$ 309,951
Operating Lease Right of Use Asset	\$ 246,417
Fixed Assets	\$ 254,018
Total Assets	\$ 881,924
LIABILITIES & EQUITY:	
Liabilities	
Accounts Payable	\$ 134,659
Accrued Expenses	\$ 20,084
Deferred Revenue	\$ 102,469
Operating Lease Liability	\$ 246,417
Equity	
Total Liabilities & Equity	\$ 881,924
NET ASSETS:	\$ -

		GRANT AWARDED	
Grant Period	Grant Awarded	Award Amount	Type of Funding Source
5/1/2022 - 4/30/2023	Head Start *Non-Federal Match Excluded	\$ 2,174,671	Federal - Restricted
5/1/2022 - 4/30/2023	Early Head Start *Non-Federal Match Excluded	\$ 701,645	Federal - Restricted
5/1/2022 - 4/30/2023	Head Start & Early Head Start Cost-Of-Living-Adjustment and Quality Improvement (*Non-Federal Match Not Required)	\$ 77,993	Federal - Restricted
5/1/2022 - 4/30/2023	Head Start and Early Head Start Supplemental *Non-Federal Match Excluded	\$ 248,074	Federal - Restricted
4/1/2021 - 3/31/2023	Head Start & Early Head Start Coronavirus Response and Relief Supplemental Appropriations Acct (CRRSA) (*Non-Federal Match Not Required)	\$ 70,728	Federal - Restricted
4/1/2021 - 3/31/2023	Head Start & Early Head Start American Rescue Plan (ARP) (*Non-Federal Match Not Required)	\$ 281,178	Federal - Restricted
10/1/2022 - 9/30/2023	United States Department of Agriculture-CACFP	\$ 343,151	Federal - Restricted
10/1/2022 - 9/30/2023	NC DSS FNS Employment & Training	\$ 2,700	Federal - Pass-through Restricted
7/1/2022 - 6/30/2023	Community Services Block Grant - Iredell	\$ 247,858	Federal - Pass-through Restricted
7/1/2022 - 6/30/2023	Community Services Block Grant - Alexander	\$ 70,157	Federal - Pass-through Restricted
6/1/2020 - 9/30/2022	NC CSBG CARES	\$ 503,725	Federal - Pass-through Restricted
7/1/2022 - 6/30/2023	Weatherization - DOE	\$ 129,564	Federal - Pass-through Restricted
7/1/2022 - 6/30/2023	Weatherization - LIHEAP	\$ 254,637	Federal - Pass-through Restricted
7/1/2022 - 6/30/2023	Weatherization - HARRP (Heating Appliance Repair & Replacement Program)	\$ 164,349	Federal - Pass-through Restricted
9/1/2021 - 9/30/2022	Weatherization - ARPA	\$ 69,627	Federal - Pass-through Restricted
7/1/2022 - 6/30/2023	United Way of Iredell County	\$ 15,000	Non-Federal - Unrestricted
10/1/2022 - 9/30/2023	Duke Energy Helping Home Fund	\$ 46,000	Non-Federal - Unrestricted
N/A	Duke Energy Weatherization Rebate Fund	\$ -	Non-Federal - Unrestricted
7/1/2020 - 12/31/2023	BlueCrossBlueShield Healthy Home Initiative	\$ 70,010	Non-Federal - Unrestricted
6/1/2022 - 5/31/2023	Iredell County Community Foundation	\$ 12,143	Non-Federal - Unrestricted
Total Grant Awards		\$ 5,483,210	

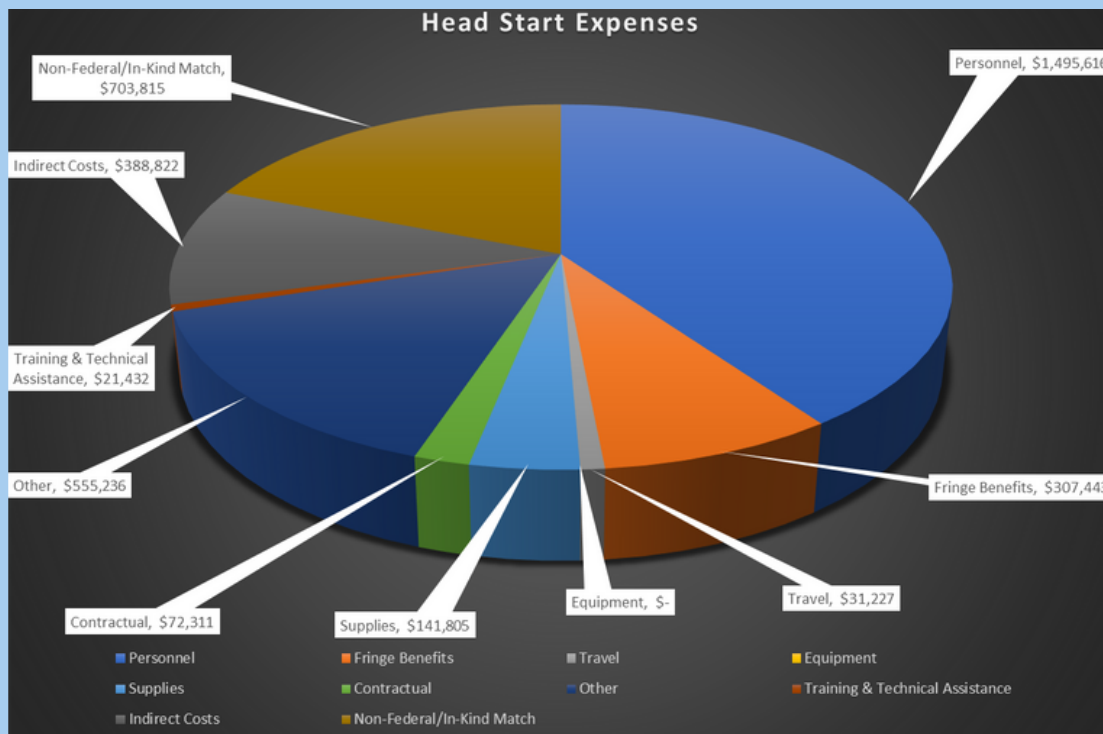
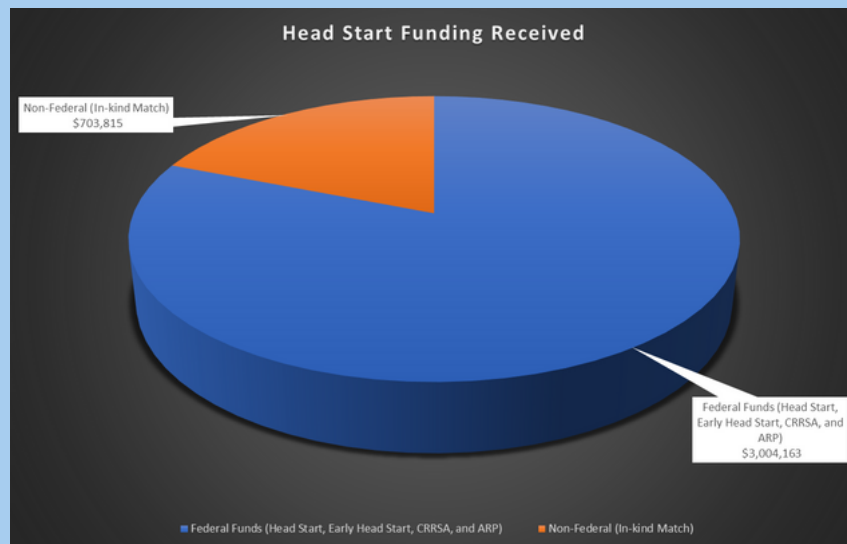
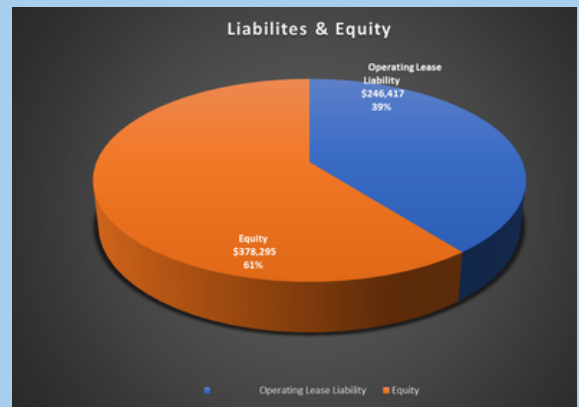
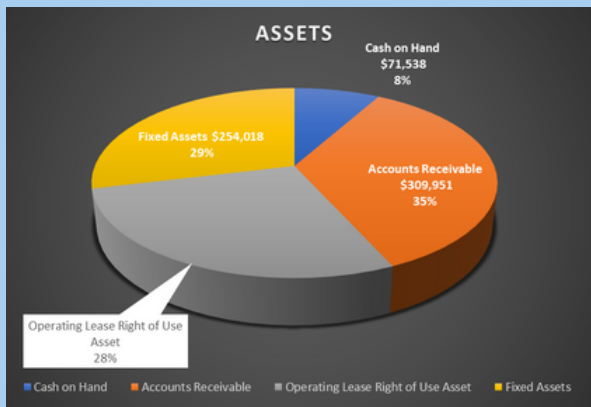
(Award amounts are based on grant's funding year)

HEAD START

As of April 30, 2023

Statement of Activities (Actuals)

REVENUE	
Federal Funds (Head Start, Early Head Start, CRRSA, and ARP)	\$ 3,004,163
Non-Federal (In-kind Match)	\$ 703,815
TOTAL REVENUE	\$ 3,707,978
EXPENDITURES	
Personnel	\$ 1,495,616
Fringe Benefits	\$ 307,443
Travel	\$ 31,227
Equipment	\$ -
Supplies	\$ 141,805
Contractual	\$ 72,311
Other	\$ 555,236
Training & Technical Assistance	\$ 21,432
Indirect Costs	\$ 388,822
Non-Federal/In-Kind Match	\$ 703,815
TOTAL EXPENDITURES	\$ 3,717,707
Net Change (Note: ARP and CRRSA 24-month grants ended in prior year with a surplus that was used in the 2022-2023 fiscal year)	
	\$ (9,729)



Independent Auditor's Report

Bernard Robinson & Company, L. L. P.

ICARE, INC.
Schedule of Findings and Questioned Costs
Year Ended April 30, 2023

Items required to be reported under 2 CFR section 200.515(d):

Section I - Summary of Auditor's Results

Financial Statements

- | | |
|---|--------------------------------------|
| (i) Type of auditor's report issued: | Unmodified |
| (ii) Internal control over financial reporting: | |
| (a) Material weakness(es) identified? | _____ yes <u> X </u> no |
| (b) Significant deficiency(ies) identified? | _____ yes <u> X </u> none reported |
| (iii) Noncompliance material to financial statements noted? | _____ yes <u> X </u> no |

Federal Awards

- | | |
|--|--------------------------------------|
| (i) Internal control over major programs: | |
| (a) Material weakness(es) identified? | _____ yes <u> X </u> no |
| (b) Significant deficiency(ies) identified? | _____ yes <u> X </u> none reported |
| (ii) Type of auditor's report issued on compliance for major programs: | Unmodified |
| (iii) Any audit findings disclosed that are required to be reported in accordance with 2 CFR section 200.516(a)? | _____ yes <u> X </u> no |
| (iv) Identification of major programs: | |
| <u>CFDA Number(s)</u> | <u>Name of Federal Program</u> |
| 93.600 | Head Start Cluster |
| (v) Dollar threshold used to distinguish between type A and type B programs: | 750,000 |
| (vi) Auditee qualified as low-risk auditee? | <u> X </u> yes _____ no |

Section II - Findings relating to the financial statements which are required to be reported in accordance with generally accepted government auditing standards:

A. Deficiencies in Internal Control

None reported

B. Compliance Findings

None reported

Section III - Findings and questioned costs relating to the major programs which are required to be reported as defined by the Uniform Guidance [2 CFR 200.516(a)]:

Findings and Questioned Costs

None reported

Community Services Block Grant

2022-23 Outcome Measures	Target (Projected to achieve the outcome in reporting period)	Achieved
The number of participant families served.*	95	123
The number of low-income participant families rising above the poverty level.	25	26
The number of participant families obtaining employment.	28	15
The number of participant families who are employed and obtain better employment.	5	9
The number of jobs with medical benefits obtained.	14	14
The number of participant families completing education/training programs.	28	21
The number of participant families securing standard housing.	4	2
The number of participant families provided emergency assistance.	30	25
The number of participant families provided employment supports.	35	17
The number of participant families provided educational supports.	40	41

**Because goals vary and people enter the program with different barriers and at different levels of preparation, families can remain enrolled in the program for up to 3 years.*





Staff Professional Development

NC DCDEE Moodle Training

Active Supervision

Shared Governance Training

Classroom Assessment Scoring System (CLASS)

Eligibility, Recruitment, Selection, Enrollment, Attendance (ERSEA)

Circle of Security Parenting Curriculum

Improving Staff Wellness & Job Satisfaction

Fostering Relationships to Help Children Thrive

Creating Supportive Environments That Can Prevent Challenging Behaviors

Partnering with Families to Support Inclusion

Beginning at the Beginning: Infant & Toddlers in Early Care

Adult and Pediatric First Aid/CPR/AED

I-CARE, Inc. provides over 55 hours of professional development and training to Head Start/Early Head Start staff and parents. These trainings are approved by the North Carolina Division of Child Development and Early Education (DCDEE).

Family/Child Engagement Activities

Parents invited into the classroom via Zoom Links on Tuesdays and Thursdays, Mondays with Moms, Grandparents Day, Fatherhood Fridays, Rainbow Tea, Spring Fling, Cinco de Mayo, Fall Feat, Family Reading Night, Monthly Reading Logs, Winterfest, Friendship Day, Parent/Child Engagement Activities, End of Year Celebration, and Monthly Parent Meetings
Activities meet PFCE and SR goals



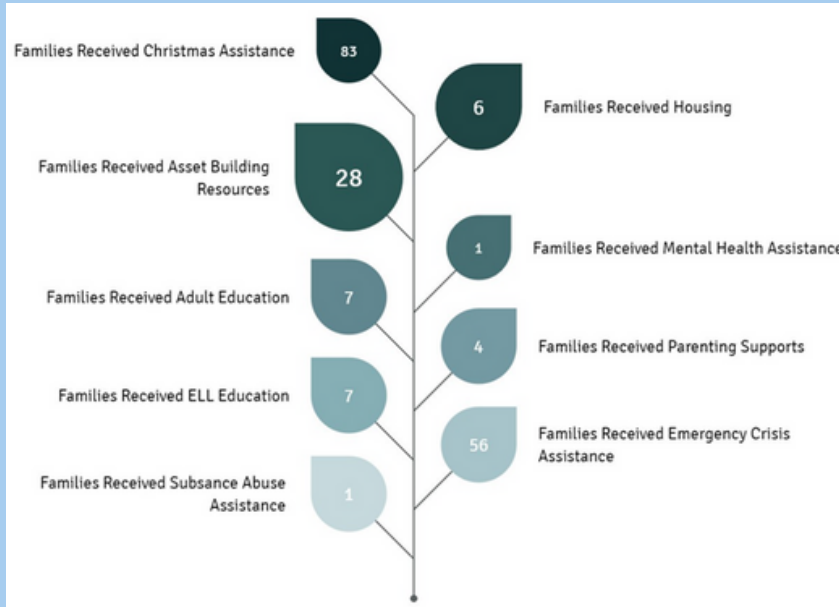
Community Partners

Children's Developmental Services Agency (CDSA – Part C)
Iredell County Partnership for Young Children
Centro Latino
Food Diversity
Sleep in Heavenly Peace
My Sisters' House (Domestic Violence Women's Shelter)
Catawba County Partnership for Children

5 Local Education Agencies (Part B)
RPM Wood Finishes
Iredell Christian Ministries
Trinity Reformed Church of Christ
More than Enough Ministries
Pharaoh's Parenting
Hero's House (Veteran's House)



Family Services



85.60% Average Monthly Funded Enrollment



156 Dental Exams Completed
165 Medical Exams Completed



63,276 Meals Served



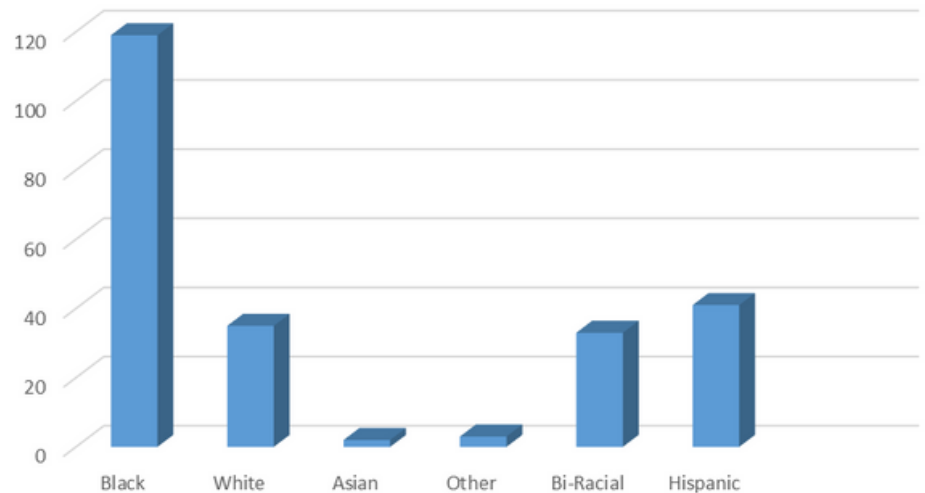
Family Data



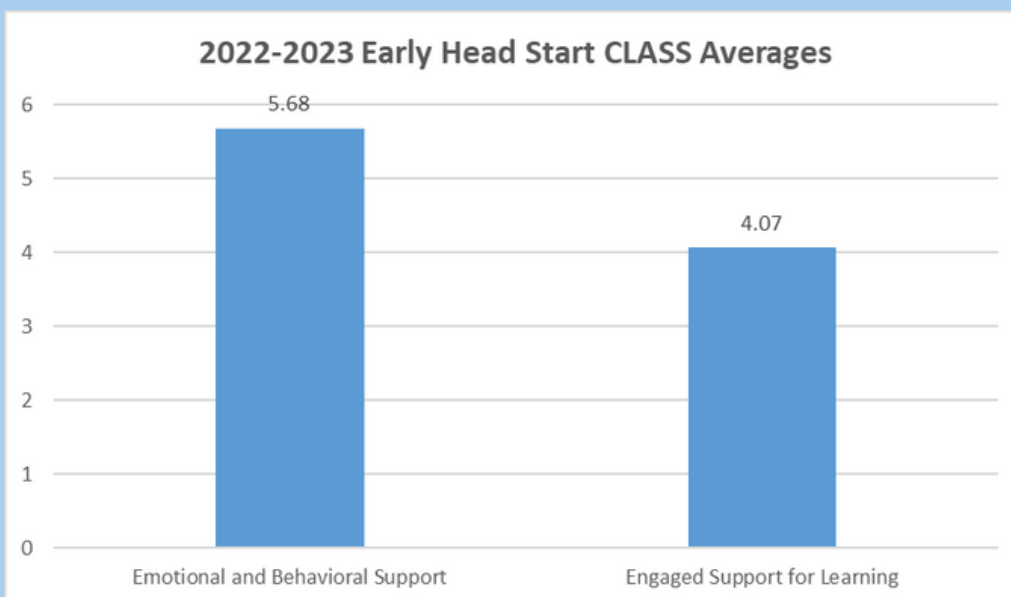
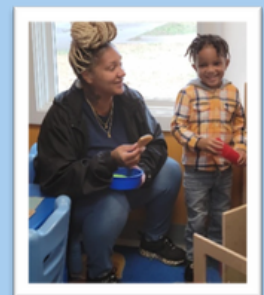
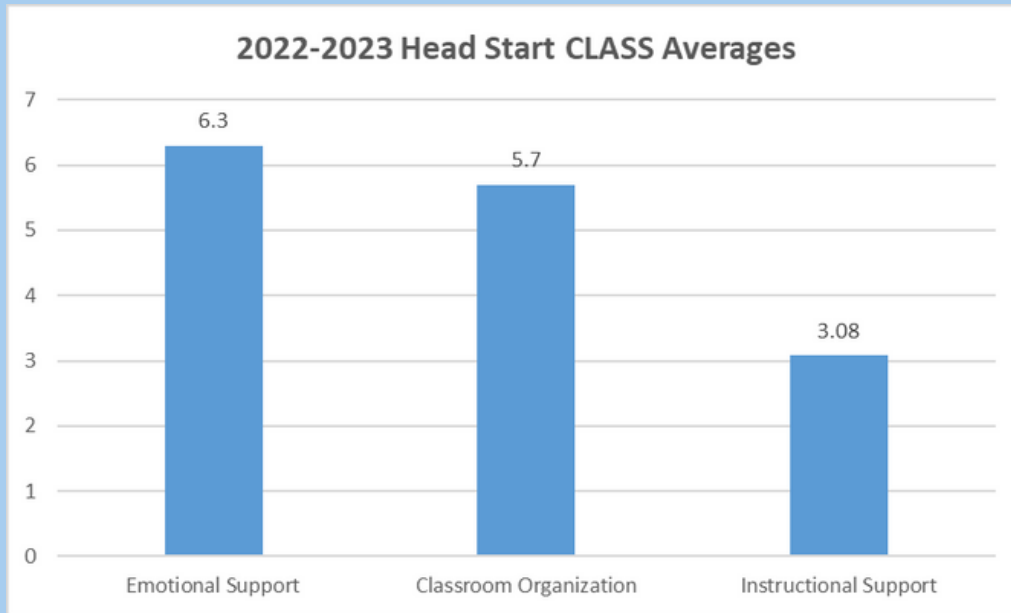
52 Two Parent Families
160 Single Parent Families
1 Other Family Types
27 Homeless Families
2 Foster Care Families



Child Ethnic Data



Classroom Assessment Scoring System





6 Non-Categorical/Developmental Delay

10 Speech or Language Impairments

1 Autism

1 Specific Learning Disability

2 Individualized Family Service Plans

Transition Activities

Healthy Alternatives for Little Ones (HALO)

Early Head Start Transition Packets

Kindergarten Tours

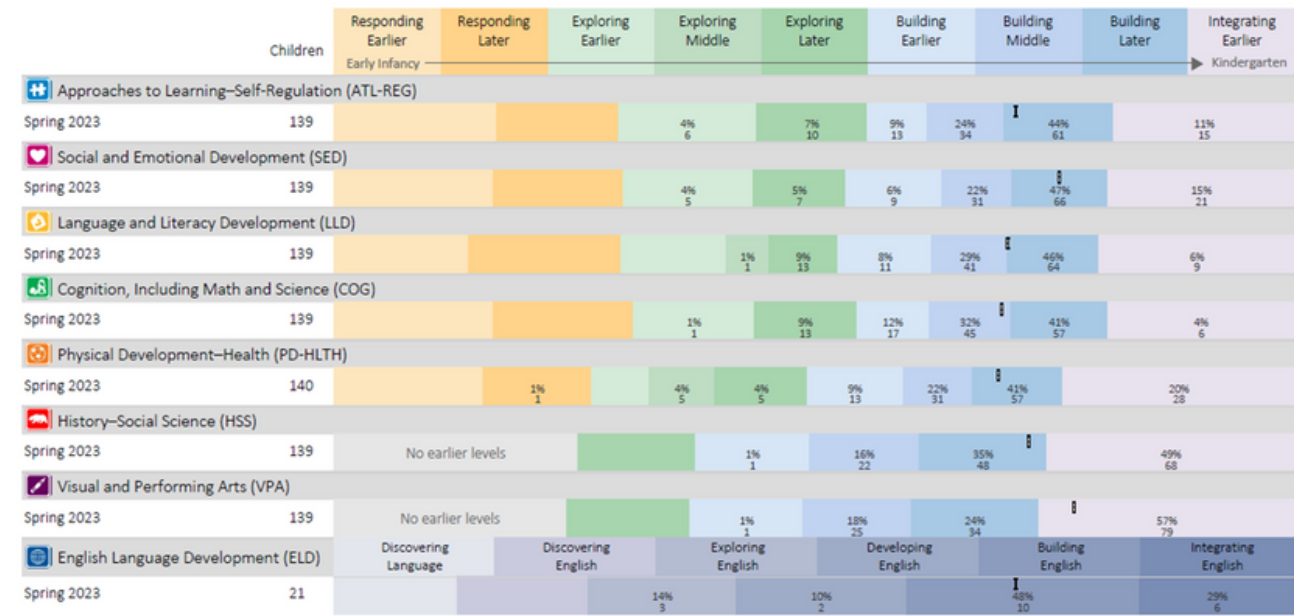
Kindergarten Here I Come
Resources

Letting the Learning Continue
Through the Summer Calendar
Packets

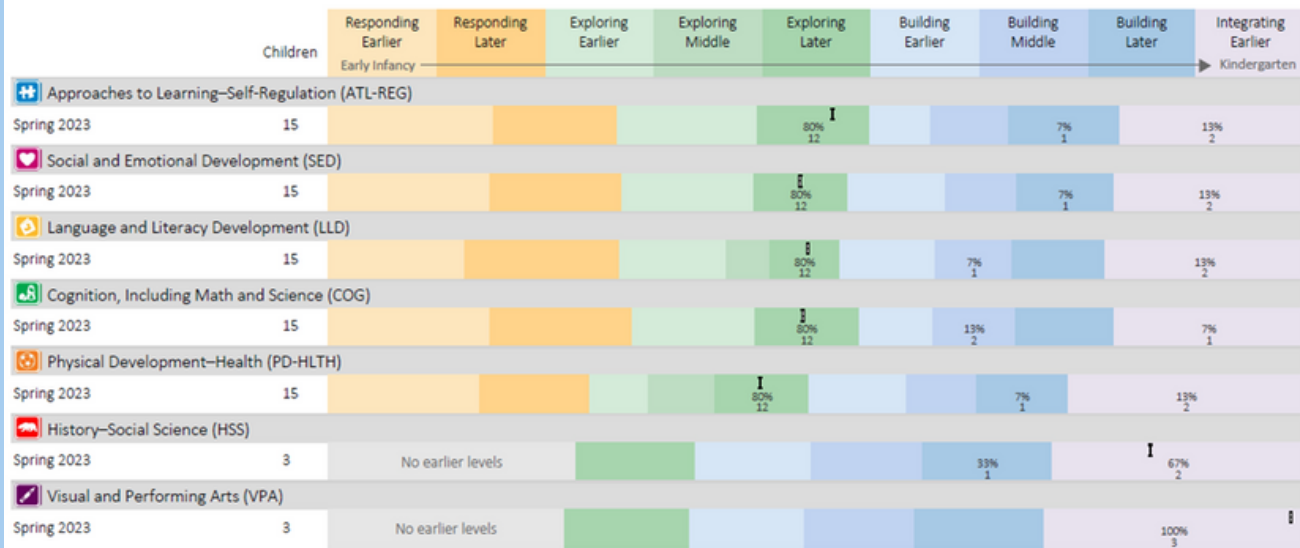
12-Weeks of Parent/Child
Engagement Activities



Head Start 2022-2023 School Readiness Data



Early Head Start 2022-2023 School Readiness Data



Mission Work

Laquia

Laquia is a single parent of two children ages 14 and 5. She found out about the Head Start program via a sign at the school. Subsequently, her son was provided the opportunity to attend Head Start for two years before entering kindergarten. Upon entry into the program, her goal was to finish school to become a Medical Assistant. With Head Start staff encouraging her and providing care for her child, Laquia enrolled at Mitchell Community College and graduated in December 2021 with a Medical Assistance Certificate. She shared that she wanted to obtain a job in a doctors office using her certification. With the support of Head Start staff, she attended interviews and applied for jobs. Showing some persistence in reaching for her goal, Laquia achieved her goal and became a phlebotomist at Rowan Medical Center.

During her second year as a Head Start parent, her goal was to move her family into a better home. She shared that she wanted to move out of public housing and obtain a rental home or possibly buy a home. Laquia worked on improving her credit and saving money and attended parent meetings that offered financial literacy training. Laquia said, "Head Start is an amazing program that educates not only the child but the entire family." She also acknowledged that the Head Start program made connections for her with community resources that she did not even know were available.

Laquia also attended the Circle of Security Parenting Program that focuses on helping parents and caregivers reflect upon their child's attachment needs in order to promote secure attachment with their child. She said that the program was a fantastic way for her to learn how to communicate with her children and offer support they need when growing up in the world. She said she learned that in order for her children to learn effectively, they must feel secure and safe and have developed a strong attachment.

According to Laquia, Head Start quickly became a very important part of her life and noted that Head Start is there to help every step of the way to succeed. She was happy that she enrolled her child at Head Start and, through their services, helped her set goals and see them through. Laquia stated that Head Start assists families to get on their feet and that she is forever grateful for such an amazing program.



Brittany

Brittany is a 31-year-old single mother of 3 children. She also has the responsibility of a younger sibling. She has been in the Statesville area for 11 years and found out about I-CARE, Inc. Head Start/ Early Head Start from her grandmother.

At the time of program entry, Brittany had less than an 8th grade education but was interested in gaining her GED. Due to caring for her sibling, she was unable to work at the present time. Although they had income constraints, Brittany noted that one of her family strengths is that they do everything together.

As Brittany pursued her GED, she faced challenges of not having enough gas to get to and from Statesville for her classes at Mitchell Community College and not having a babysitter because classes were in the evening. With support and motivation from the Head Start program, she persevered and overcame her barriers to obtain her GED on May 11, 2023. Brittany is an inspiration to her children and other mothers striving to make better lives for their children and families while facing barriers.





Perez family

The Perez family is comprised of a family of 6 - mother, father, and 4 children. The father completed high school and owns a cleaning company after a battle with cancer that affected his work-life. However, COVID also affected his cleaning business. The mother also works in the cleaning business and has taken some CNA college courses. In the beginning of the school year, Mrs. Perez was the only one working part time. Although their household was experiencing some barriers of hardship with finances and health concerns, Mrs. Perez's goal was to obtain her CPR certification to help her know what to do in the event of an emergency.

Head Start assisted Mrs. Perez with enrollment in CPR classes and celebrated with her when she achieved her CPR certification.

Throughout the school year, Mrs. Perez attended monthly parent meetings. When she was unable to attend, she requested the meeting minutes in an effort to know what the meeting was about. Moreover, Mrs. Perez's willingness to be an active parent in her child's education by attending monthly parent meetings and completing educational activities with her Head Start child, opened the door for her to earn Head Start bucks to shop in our Head Start store.

At the end of the school year, Mrs. Perez shared that she appreciated the encouragement to complete her CPR goal and that she was very thankful that her daughter has been able to attend Head Start. She thanked us for assisting her with child care, which allowed her the time to work more and gave her more time to go to the gym to work out, which helped her with losing some weight. Head Start also assisted with getting her daughter on a regular schedule as well as preparing her daughter educationally and socially to begin kindergarten. Mrs. Perez said, "I hope that [Head Start] continues to make difference in children's and family's lives the way you have done in [ours]."



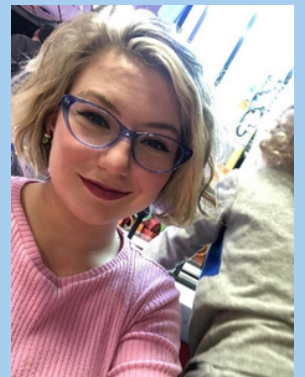
Taylor

Taylor currently lives with her mother, father, brother, grandmother, grandfather, great grandmother, great grandfather, aunt, two cousins, and her son, who has been diagnosed with autism. Taylor has her high school diploma and has completed some classes at Catawba Valley Community College for photographic technology. She had taken some time off from taking classes to make sure her son got to his therapy appointments.

At the beginning of the 2022-2023 school year, Taylor was unemployed and classified as homeless. One of her goals was to gain employment. With childcare now in place through Head Start, and her son being able to receive his therapy services at Head Start, Taylor was able to fully meet her goal. She now works for Chik-Fil-A full time and her work hours allow her to be home in the afternoons to care for her son. She is now saving up money to try and get she and her son a place of their own. Taylor will also begin attending Paul Mitchell cosmetology school in the Fall.

Taylor attended several parent meetings which has helped her learn about resources in our community and educational activities that she can do at home with her son for little or no cost. At the beginning of the school year, Taylor arrived late to school several times each week. Working with her Family Advocate, they created a plan and Taylor was able to get her son to school on time each day. Taylor also earned Head Start bucks and was able to shop in the Head Start store. She used her bucks to purchase needed items for her son and a toy that he wanted.

Taylor would also willingly attend events in the classroom when her schedule would allow. She was able to speak with the teachers on techniques she can use at home with her son that will keep him on schedule during the summer months. Taylor said she has gained a lot of useful information that has helped her become an even better parent than she already was.



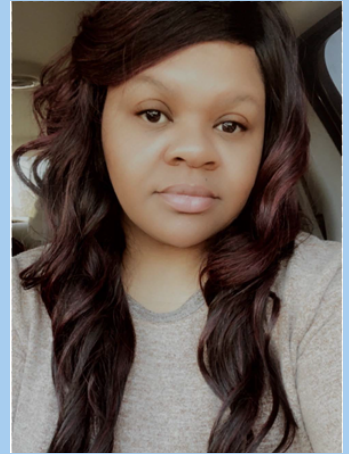
Tina

I-CARE, Inc. is committed to assisting individuals seeking high demand, skilled employment and vulnerable individuals who are justice involved. I-CARE has years of experience working with justice involved individuals and/or those with criminal records. Regardless of the economy, securing employment is not an easy task for this population.

Tina has persevered to overcome barriers to become gainfully employed. Despite being experienced in customer services, record keeping, and possessing other transferable skills, she continued to experience hardships to gaining high wage jobs and maintaining housing. Tina sought I-CARE assistance for a solution.

In December 2022, Tina enrolled in the Community Services Block Grant BOSS (Building Opportunities for Self-Sufficiency) program seeking employment services to secure high wage employment. To overcome her barriers and learn valuable soft skills, she participated in workforce development activities including communication, teamwork, conflict resolution, and time management. Other supports included the development of a resume, job search skills, and interview skills. Following a few leads and interviews, in January 2023, Tina gained employment with a local residential glass company earning \$19.50 an hour. In May 2023, she secured housing by signing a lease for an apartment and purchasing a vehicle.

"I'm happy! I finally have a job that will allow me to provide for my family," said Tina.



Nakendrick

ON THE ROAD TO SUCCESS - Alexander County resident Nakendrick has overcome many challenges in life to achieve a college degree and also begin a career as a Truck Driver. He credits many people for offering encouragement and support, including I-CARE, Inc.

Despite having a master's degree in education, Nakendrick struggled to find quality entry-level opportunities and positions paying a living wage. Needing income, he took a position at UPS where he developed an interest trucking. He was encouraged by the length of training, and potential earnings and quality of life. Following a lead, Nakendrick enrolled in the I-CARE, Inc. Community Services Block Grant (CSBG) BOSS program in January 2023 for tuition assistance with CDL training. He also capitalized on CSBG work readiness activities such as resume writing and soft skills training, and began searching for CDL job opportunities. After obtaining a Class A CDL, he was hired by a company in Hickory for local routes. CSBG funds assisted him to purchase a headset and GPS system for the job. At age 24, he now makes at least \$30 per hour driving trucks.

Nakendrick said, "I didn't expect to like it as much as I do, but I'm truly enjoying my new career." He has been able to lease an apartment and purchase a car. Nakendrick said, "I probably won't drive trucks forever, but I will drive enough years to make a good living and to save enough money for a good start in life." (Source: *The Taylorsville Times*, May 10, 2023)





Daniel and Mary

Daniel and Mary purchased their home in 2010. It was constructed in 2009. Unfortunately, as time passed, several issues surfaced leading to costly repairs to ensure the home was safe and efficient. Their efforts to fix the issues were ineffective.

Over time, use of the bathroom during winter months was becoming a challenge. The space was often too cold and uncomfortable for the disabled couple. Air infiltrated the doors, air ducts and vents and there was loose insulation under the home, and gaps near exhaust pipes. Seeking a solution, the couple started inquiring about services and programs to assist with the repairs.

In January 2022, after years of frustration, a friend encouraged them to contact I-CARE, Inc. Weatherization Assistance Program (WAP) for help. "I was a little apprehensive about the services at first", said Mary. Agency staff provided a program overview, which eased their anxieties.



In October 2022, using the Residential Energy Assessment Tool as a guide, energy efficiency services were provided to fix the issues and improve the overall quality of the home. The WAP team, HVAC contractor, and Shell contractor were successful with all the repairs and necessary modifications. Insulation, belly board, weather stripping, a vent pipe and boot, insulation of pipes, duct adaptor/vent, and vapor barrier were installed to ensure the home was energy efficient.

Mary stated, "My home is warmer! The impact of the services was noticeable immediately. I hope more families are able to benefit from the program".



“Community Action changes people’s lives, embodies the spirit of hope improves communities, and makes America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.”

THANK YOU TO ALL OUR FUNDERS, DONORS, AND VOLUNTEERS

**We couldn't have done it
without your generous support.
Volunteers contributed 2,103 volunteer hours.**

Funders/Donors

DHHS - Administration for Children and Families -
Office of Head Start

DHHS - Office of Community Services

U. S. Department of Energy

USDA - Child and Adult Care Food Program

NCDHHS - Office of Economic Opportunity

NCDEQ - State Energy Office

Duke Energy Carolinas

Grace Baptist Church

Iredell County Community Foundation

United Way of Iredell County

2022-23 Head Start

Policy Council

Felisha Jones, PC Chairperson
Brenda Quintero, Buffalo Shoals Parent
Ajana Blackwell, Cloverleaf HS Parent
Khala Ussery, Viewmont HS Parent
Demetrial Quinn, Mooresville, HS Parent
Natalie Davis, Southeast HS Parent
Amber Murdock, EHS Southeast Parent
Courtney Connor, Newton HS Parent
Kim Lyke Holden, Catawba County Partnership
Chasity Edmonds, Iredell DSS (Day Care Unit)
Bethany Schafer, Iredell County Partnership for Young Children
Herbert Vanegas, Iredell Statesville Schools

2022-23 Health Services/School Readiness

Committee members

Angelic Houpe- Southeast Center
Justin Brown- Viewmont Center
Carrie Tippin- Newton Center
Natalie Davis- Southeast Center
Amber Murdock- Southeast Center
Melissa Engle- Mooresville Center
Dasia McClelland- Cloverleaf Center
Abelina Flores- Buffalo Shoals Center
Yvette Gaither- Community Representative
Reyes Johnson- Vendor Representative
Alicia Shell- ICPYC Representative
Chaqueenia Livingston- Mental Health Consultant
Pam Sailors- RN Representative





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Statesville, NC 28677**

☎ **704-872-8141**

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1. mail:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
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