



ANNUAL REPORT

FY2025



60

OF IMPACT AND OPPORTUNITIES

YEARS



www.csraoa.org

CONTRIBUTORS TO ANNUAL REPORT

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THEME:

Celebrating the Spirit of Community
Action; United Impact, Driven by
Hope

MISSION STATEMENT

Leveraging Resources,
Empowering People, and
Advocating to Alleviate
Poverty in the CSRA.

THE VISION

A thriving community where
every person has the
opportunity to live with dignity
and achieve their full potential.

Integrity, Respect, Compassion, Excellence, Collaboration

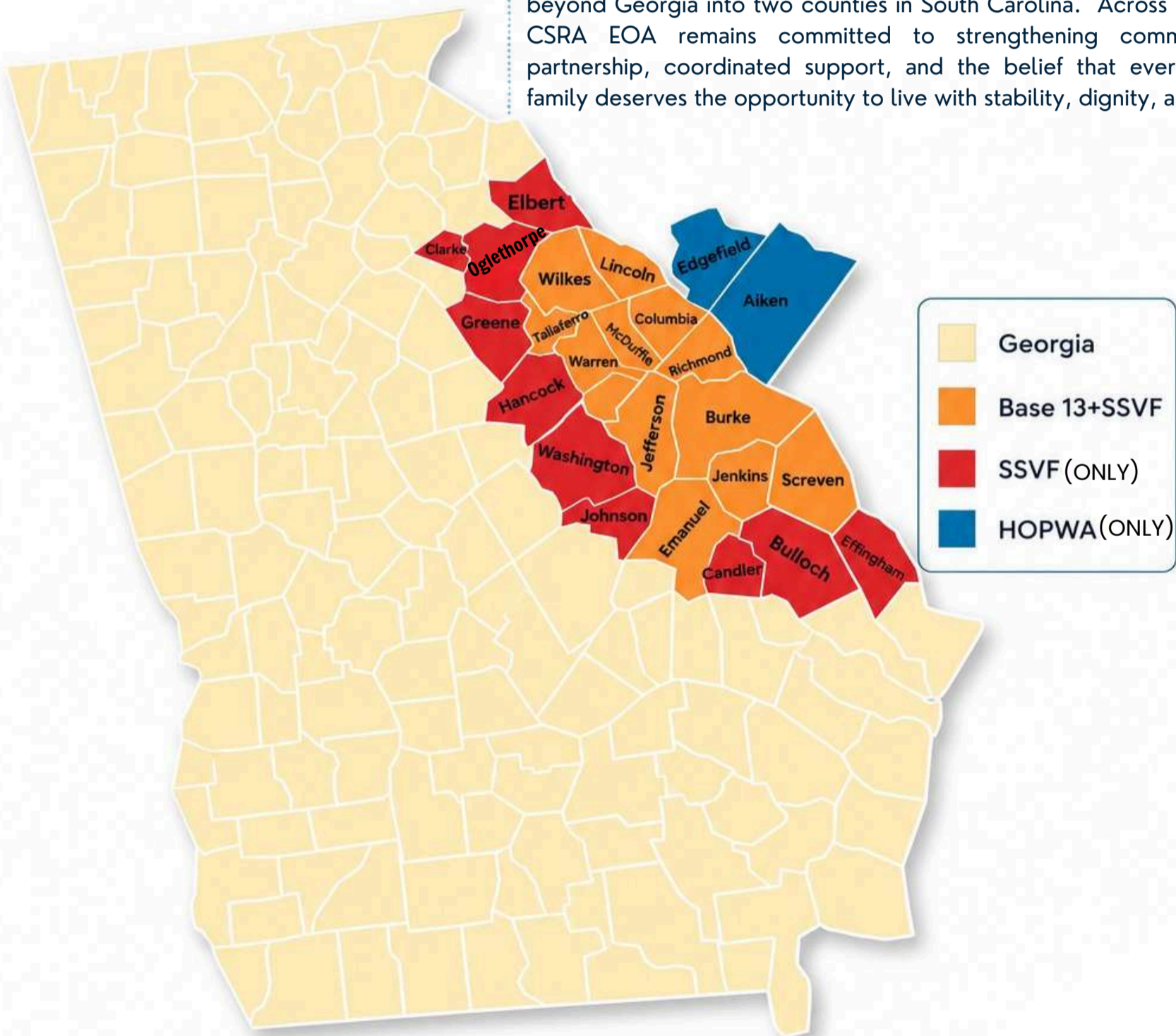




Counties We Serve

CSRA Economic Opportunity Authority, Inc. proudly serves communities across a broad and diverse region of Georgia and South Carolina through a network of Community Action, housing stabilization, Veteran services, and supportive assistance programs. The agency's core Community Action service area includes thirteen counties within the Central Savannah River Area (CSRA), where programs and services are designed to address poverty, strengthen families, and expand opportunities for individuals and communities.

In addition to its core Community Action service area, CSRA EOA provides Supportive Services for Veteran Families (SSVF) programming across an expanded regional footprint that includes ten additional counties. CSRA EOA also extends Housing Opportunities for Persons With AIDS (HOPWA) services beyond Georgia into two counties in South Carolina. Across all service areas, CSRA EOA remains committed to strengthening communities through partnership, coordinated support, and the belief that every individual and family deserves the opportunity to live with stability, dignity, and hope.



STRONGER COMMUNITIES..
BRIGHTER FUTURES.



About CSRA EOA, Inc.

Who We Are

CSRA Economic Opportunity Authority, Inc. is a private, nonprofit Community Action Agency serving communities across the Central Savannah River Area. Established in 1966 as part of the national Community Action movement, we work to address the causes and conditions of poverty by connecting people to resources, opportunities, and support systems that promote long-term stability.

Our Reach

- 9,000 + Individuals Served
- Services delivered across 13 core service delivery area counties; 23 counties for SSVF.
- 152 partners from across the sectors including nonprofits, for profits, faith based, schools & school districts, colleges and universities, financial/banking institutions, health services, local governments, consortiums and associations, state government and federal government.

Our Work Focuses On:

- Housing Stability, Weatherization & Utility Assistance. Helping households obtain and maintain safe, stable housing. Ensuring households maintain essential services and improve energy efficiency.
- Veteran Services (SSVF Program). Providing housing stability and supportive services to Veterans and their families, helping them maintain long-term stability.
- Homeownership (HOPE Program). Supporting households on the path to homeownership through education, counseling, and resources that make owning a home an achievable and sustainable goal.
- Senior Nutrition & Wellness. Promoting the health and well-being of older adults through access to nutritious meals, supportive services, and opportunities for connection and community engagement.
- Economic Mobility & Financial Well-Being. Providing tools, resources, and guidance to increase income, reduce debt, and build financial stability.





From the Chair

I. Angel Little

As we mark 60 years of Community Action in the CSRA, I find myself reflecting on the journey that has shaped this organization and the role it continues to play in our communities.

For more than two decades, I have had the honor of serving on the Board of Directors, and in recent years, as Board Chair. Over that time, I have witnessed the strength, resilience, and steady growth of this agency. Like a diamond, its brilliance has been revealed over time—formed through challenge, strengthened through experience, and sustained by an unwavering commitment to service.

Governance in Community Action is more than oversight—it is stewardship. It is our responsibility to ensure that the organization remains mission—focused, accountable, and responsive to the needs of the communities we serve. Our Board is committed to upholding these responsibilities with integrity, transparency, and care, while supporting the strategic direction that guides this work forward.

We also recognize that effective governance requires engagement. Board members contribute not only through leadership and decision-making, but through active participation—serving on committees, lending professional expertise, and remaining connected to the work happening across our programs and communities. The impact of this organization is both measurable and deeply personal.

It is reflected in individuals who achieve stability, in families who regain their footing, and in communities that grow stronger through coordinated support and shared purpose. These outcomes are made possible through the dedication of staff, the strength of partnerships, and a collective commitment to creating opportunity.

As we honor this 60-year milestone, we also look ahead—with confidence in the organization's leadership, appreciation for those who carry out this work each day, and a continued commitment to ensuring that Community Action remains a vital force in the CSRA. Together, we will continue this work—guided by purpose, strengthened by collaboration, and committed to lasting impact.

Sincerely

I. Angel Little

Chairperson, Board of Directors



Board of Directors

CSRA Economic Opportunity Authority, Inc. is guided by a dedicated Board of Directors whose leadership helps ensure the agency remains mission-focused, accountable, and responsive to the communities it serves. Structured in accordance with Community Action principles, the Board reflects a tripartite model that brings together public officials, representatives of the low-income community, and members of the private sector. This structure ensures that diverse perspectives, lived experiences, professional expertise, and community voices remain central to the agency's work and long-term direction.

The Board plays an active role in organizational leadership, strategic planning, and oversight. Through regular meetings, committee participation, review of programmatic and financial reports, and engagement in planning and evaluation activities, Board members help guide agency priorities and support continuous improvement efforts. Their governance responsibilities include reviewing and approving agency policies, budgets, audits, strategic plans, and organizational goals while helping ensure compliance with Community Services Block Grant Organizational Standards and other federal, state, and local requirements. Board members also serve as ambassadors and advocates for Community Action throughout the CSRA. By bringing professional expertise, partnerships, community relationships, and lived understanding to the table, they help strengthen the agency's ability to leverage resources, identify emerging needs, and build collaborative solutions that support individuals and families across the region. Their involvement helps ensure that agency planning remains connected not only to data and regulations, but to the realities facing local communities every day.

In partnership with the Executive Director, the Board helps provide vision, stewardship, and accountability for the organization. While the Executive Director leads the agency's daily operations and implementation efforts, the Board provides governance, strategic guidance, and support that help sustain organizational stability and long-term impact. Together, this partnership helps position CSRA EOA to remain responsive, resilient, and focused on its mission of leveraging resources, empowering people, and advocating to alleviate poverty throughout the CSRA. At its core, the Board of Directors represents the shared belief that meaningful community change happens when people from different backgrounds, experiences, and sectors come together with a common purpose: strengthening communities, expanding opportunity, and ensuring every person is treated with dignity and respect.

ALONE WE CAN DO SO LITTLE; TOGETHER WE CAN DO SO MUCH - HELEN KELLER



List Board Members Name

I. Angel Little, Arvella Robinson, Augustuc C. Thurmond, Dolly Jones, Imogene P. Ford, Jackie Payton, Johnny J. Holmes, Jordan Holmes, Jordan Johnson, Mandy Underwood, Marvin Kelly, Matt Donaldson, Matthew Matson, Monique Braswell, Rennitta Johnson, Shakela Williams, Shawnda Stovall, Sholonda Smith, Stephanie Walker, Veronica L. Shareef, Vivian Stewart



From the
**EXECUTIVE
DIRECTOR**



Mary P. Harrison, M.Ed., CCAP

This year, we celebrate a remarkable milestone—60 years of Community Action in the CSRA. Sixty years of walking alongside individuals and families. Sixty years of meeting challenges head-on. Sixty years of believing, even in the hardest moments, that brighter days are possible. A diamond marks this anniversary—and it is a fitting symbol. Because like a diamond, Community Action is not formed in ease. It is forged under pressure. It is shaped over time. And often, its true brilliance is not immediately seen—but revealed through persistence, care, and unwavering belief in what is possible. Across our communities, we see that same journey every day.

We see it in the seniors who find connection, purpose, and joy through programs that nurture independence and belonging. We see it in the family home, with the right support at the right moment, moves from crisis to stability—keeping their home, restoring their income, and reclaiming their future. We see it in individuals who arrive uncertain, burdened by circumstances, yet leave empowered—with skills, resources, and renewed hope.

This is the Spirit of Community Action. Our mission—to leverage resources, empower people, and advocate to alleviate poverty—is more than words on a page. It is a daily commitment carried out by designated staff, partners, volunteers, and a governing board united in purpose. Together, we work toward a vision of a thriving community where every person has the opportunity to live with dignity and achieve their full potential. And in Fiscal Year 2025, that vision was not just improved—it was lived. Through our programs, individuals maintained housing, avoided utility disconnection, improved financial stability, accessed education and employment opportunities, and strengthened their path toward self-sufficiency. Behind every number is a story. Behind every story is a life changed.

This year's National Community Action Month theme, **“Celebrating the Spirit of Community Action; United in Impact, Driven by Hope”**, captures who we are at our core. We are united—not just as an agency, but as a community. We are driven—not just by outcomes, but by the belief that every person carries potential worth investing in. And we are hopeful—not as a passive wish, but as an active force that fuels action, partnership, and progress. Like a diamond, our work reflects many facets—integrity, respect, compassion, excellence, and collaboration—each one essential, each one strengthening the whole.

As we celebrate 60 years, we also look ahead. There is still work to do; barriers to overcome. But if the past six decades have shown us anything, it is this: When people come together and resources are aligned, voices are heard. Hope is matched with action—transformation happens. Not all at once. Not without effort. But steadily, powerfully, beautifully—like a diamond brought into the light.

Thank you to our staff, our partners, and our community for being part of this journey. And most importantly, thank you to the individuals and families we serve, who remind us every day that resilience truly looks like. Together, we will continue—united in impact, driven by hope—shaping a future where every person has the opportunity to shine.

Sincerely,

Mary P. Harrison

Mary P. Harrison
Executive Director



Human Resources



Human Resources is committed to attracting, developing, and supporting a strong workforce that advances the mission of CSR EOA, Inc. Through service, compliance, and employee support, we help create a workplace where staff can succeed and communities can thrive.



44

Total Employees



9

New Hires



1,180

HR Training Hours



7

Professional Certifications



28

Avg HR Training Hours per Employee



Recruitment & Onboarding

Human Resources supported agency growth through recruitment and onboarding of 8 new employees. HR coordinated job postings, interviews, onboarding documentation, and background screening compliance.



Professional Development

Staff completed 1,180 hours of training through Mineral HR, SHRM, CAPLAW, And GMS. Staff across the agency hold 7 professional certifications supporting compliance and program excellence.



HR Compliance & Reporting

Human Resources maintained compliance through EEO workforce reporting, IDHS Background screening, onboarding compliance, personnel policy administration, benefits management, and employee leave documentation.



Workplace Safety

CSR EOA maintained a strong safety culture with 391+ days accident-free, demonstrating the agency's commitment to employee well-being and a safe working environment.



6



Community Services



SUCCESS STORY

GL came to the Marion Barnes Assessment & Referral Center seeking assistance with food and basic needs during a difficult period in his life. Challenges related to his SNAP/EBT benefits had created barriers to accessing food assistance, leaving him uncertain about where to turn next. Staff worked alongside GL to help him navigate the application process, connect with available resources, and identify next steps toward stability. In addition to assisting with food support, the team provided housing resource information and referrals to local staffing agencies to help him pursue employment opportunities.

With encouragement, support, and determination, GL took the next steps toward rebuilding stability in his life. Shortly after his initial visit, he returned with encouraging news: he had secured employment and found a safe place to stay. What began as a request for assistance became the beginning of a new chapter marked by renewed confidence, stability, and hope for the future.

GL expressed deep gratitude for the patience, guidance, and support he received during a challenging time. His story reflects the heart of Community Action — meeting immediate needs while helping individuals build pathways toward greater self-sufficiency and long-term stability. Through partnership, encouragement, and access to resources, individuals like GL are empowered not only to overcome immediate barriers, but to move forward with dignity, purpose, and hope.



OVERALL SUMMARY:

Meeting Crisis with Coordination, Compassion, and Persistence



During FY2025, the Community Services Department responded to some of the most significant challenges families across the CSR have faced in recent years. Rising housing costs, utility instability, limited affordable housing, transportation barriers, and the long-term impacts of economic hardship continued to place pressure on low-income households throughout the region. Following Hurricane Helene, many families also experienced extended power outages, housing damage, employment disruption, food loss, and increased financial instability.



In response, CSRA EOA expanded coordinated support efforts across multiple programs to help households stabilize, recover, and move toward long-term self-sufficiency. Services included rental and utility assistance, emergency shelter support, housing counseling, case management, transportation assistance, referrals to employment and educational resources, food and nutrition services, wellness programming, and supportive services for seniors, Veterans, and individuals experiencing or at risk of homelessness.



Staff worked across departments and community partnerships to address urgent needs while continuing long-term planning and service coordination. The department also strengthened collaboration with schools, housing providers, Continuum of Care partners, health and wellness organizations, emergency response agencies, and local nonprofits to ensure families had access to a broader network of support.



Throughout the year, the Community Services Department remained focused not only on crisis intervention, but on helping individuals and families build stability, maintain housing, improve financial capability, strengthen wellness, and reconnect to opportunity.





COMMUNITY FOUNDATION LITERACY INITIATIVE

Removing Barriers to Learning Through Community Partnership

CSRA EOA continued its partnership with the Community Foundation Literacy Initiative by helping families overcome barriers that directly affect a child's ability to learn and thrive. Working alongside schools and community partners, the agency served as a trusted access point for families needing housing stabilization, utility assistance, emergency shelter, and supportive referrals.

Through partnerships with organizations including the school system and schools, Rise Augusta, the Harris Literacy Center, Heritage Academy, the Family YMCA, and others, CSRA EOA helped create a coordinated network of support and around students and their families. Quarterly collaboration meetings strengthened communication among providers and helped ensure families could access services quickly and efficiently.

During FY2025:

- 15 referrals were received through the Literacy Initiative partnership
- 9 Families received rental assistance
- 3 Families received emergency hotel shelter stays
- 3 Families were connected to wrap around supportive services

By reducing housing instability and addressing urgent basic needs, the program helped children remain connected to school, reduced stress on caregivers, and strengthened long-term family stability.



COORDINATED ENTRY (CE)

Creating a Pathway to Housing Stability

The Coordinated Entry Program serves as a central access point for individuals and families experiencing homelessness or facing imminent housing loss. Through assessment, referral, and coordinated support, the program helps connect households to the most appropriate available community resources.

Participants were connected to emergency shelter, food assistance, employment resources, and housing navigation services designed to reduce barriers and stabilize households as quickly as possible.

CSRA EOA also remained actively engaged in the Homeless Task Force and Continuum of Care committees, strengthening collaboration across the region's homelessness response system.

In FY25, the Coordinator Entry/Centralized Intake and Assessment Program served an unduplicated 667 people experiencing or at risk of experiencing homelessness.



HOPWA

(HOUSING OPPORTUNITIES FOR PERSONS WITH AIDS)



Supporting Stability, Health, and Housing Security

The HOPWA Program provides housing assistance and supportive services for low-income individuals and families living with HIV/AIDS across the CSRA. The program focuses on preventing homelessness, promoting housing stability, and supporting long-term self-sufficiency through case management, housing advocacy, and financial assistance.

During FY2025:



15 households received Tenant-Based Rental Assistance (TBRA)



2 households received Short-Term Rent, Mortgage, and Utility (STRMU) assistance



1 household moved from homelessness into permanent housing



17 households avoided eviction and remained stably housed



18 households received case management and supportive services

The program also helped participants strengthen long-term stability:



7 clients obtained employment



1 client purchased a home



1 client furthered their education



Partnerships with organizations such as the Department of Public Health, DFCS, and Walton Options helped ensure clients received coordinated, comprehensive support tailored to their needs.



**WALTON
OPTIONS**

Safe Housing. Stronger Lives. Brighter Futures.

TOGETHER, WE BUILD STABILITY AND HOPE.



INVESTING IN OUR COMMUNITY. BUILDING BRIGHTER FUTURES.



Community Services Block Grant (CSBG) funds are invested across key areas that strengthen individuals, families, and communities.

CSBG EXPENDITURES BY DOMAIN

CSBG Expenditures Domains	CSBG Funds
Education and Cognitive Development	\$2,341.58
Income, Infrastructure, and Asset Building	\$95,734.77
Housing	\$406,171.97
Health and Wellness <i>(includes nutrition)</i>	\$109,656.43
Services Supporting Multiple Domains/Case Mgmt	\$246,828.15
Linkages	\$13,699.20
Agency Capacity Building	\$177,334.88
Total CSBG Expenditures	\$1,051,766.98



Mrs. S and her family were experiencing homelessness and staying in a hotel while trying to care for their two young children during a period of financial instability. After Mrs. S became separated from her employment, the family experienced a significant decrease in household income and quickly found themselves at risk of losing the temporary shelter they had been relying on. Without additional support, the family faced the very real possibility of returning to homelessness.

Seeking stability for their children and a pathway forward, the family applied for assistance and began working closely with staff to develop an individualized plan focused on housing stability and long-term self-sufficiency. Through case management services, the family received guidance in budgeting, identifying affordable housing options, and navigating the housing search process. Staff worked alongside the family to help them understand available resources, strengthen their financial planning efforts, and move toward housing they could realistically maintain over time.

With continued determination and support, the family was able to locate safe and affordable housing that met their needs. Financial assistance for the security deposit and first month's rent helped remove the final barrier to securing stable housing, allowing the family to move into their own apartment and remain together during a difficult season of life. Mrs. S's story reflects the importance of early intervention, supportive services, and family-centered stabilization efforts. By combining practical assistance with guidance, planning, and encouragement, Community Action helps families facing crisis regain stability, protect family unity, and move toward a more secure future with dignity and hope.

Thank you for supporting programs that make a lasting impact



HOPE PROGRAM



Building Pathways to Housing Stability and Homeownership

The HOPE Program continued to help individuals and families strengthen their financial footing and move toward long-term housing stability through housing counseling, financial education, and individualized support services.



Through one-on-one counseling and group workshops, participants received guidance in:



Homebuyer readiness



Foreclosure prevention



Budgeting and credit improvement



Rental and housing stability counseling



Financial literacy and debt management



DURING FY2025:



50

Households enrolled in the program



51

Participants completed Homebuyer Education Works



49

Pre-purchase counseling sessions were provided



More than 30

individualized housing counseling sessions conducted



28

Participants received income management services

The program also responded to disaster-related housing instability through Hurricane Helene relief funding, assisting

19 families with more than mortgage assistance. **\$19,000** in mortgage assistance.

HOPE strengthened its impact through partnerships with lenders, housing professionals, Augusta Technical College, local chambers, and community organizations who helped deliver workshops and expand access to resources across the region.

Early Head Start

Program Overview

The Early Head Start – Childcare Partnership (EHS-CCP) program continues to serve as a vital support system for infants, toddlers, and families across Richmond and Bullock County. Designed to meet the needs of low-income working families and parents pursuing education, the program provides full-day, full-year childcare at no cost—ensuring that children receive a strong, stable start during their most critical developmental years.

Through strategic partnerships with local childcare providers, EHS-CCP strengthens early learning environments while expanding access to high-quality care. Classrooms are intentionally designed with low teacher-to-child ratios and guided by research-based curriculum, fostering cognitive growth, social-emotional development, and school readiness.



IMPACT AT A GLANCE

Serving Our Most Vulnerable,
Strengthening Our Future

Ages Served: 6 weeks to 2 years

Counties Served: Richmond & Bullock

Full-Day Care: 7:30 AM – 5:30 PM,
Monday–Friday

Low Ratios: 1 Teacher per 4 Children

Year-Round Enrollment

COMPREHENSIVE SUPPORT INCLUDES:

3 Home Visits + 3 Parent/Teacher
Conferences annually

Health screenings and ongoing
tracking

USDA-approved meals and daily
essentials (diapers, formula, wipes)

Family support services and
mental health resources

SUCCESS STORY

From Stability to Opportunity

A young mother enrolled her infant in the EHS-CCP program while balancing part-time work and school. Before enrollment, consistent childcare was a barrier that limited her ability to maintain steady progress.

Through EHS-CCP, her child received full-day care in a safe, nurturing environment while she was able to attend classes and maintain employment. With access to family support services and regular engagement with program staff, she developed a stronger routine, increased her income stability, and continued her educational journey.

Today, her child is meeting developmental milestones and is well-prepared for the transition into Head Start—while the family has moved closer to long-term self-sufficiency.

WHAT THIS LOOKS LIKE IN ACTION

Behind every classroom is a carefully structured environment where children are nurtured, supported, and prepared for lifelong learning.



SAFE & NURTURING CLASSROOMS

Small group settings allow for individual attention and responsive caregiving.



WHOLE-FAMILY SUPPORT

Services extend beyond the classroom to include parents, recognizing them as their child's first and most important teacher.



SEAMLESS TRANSITIONS

Children are prepared for a smooth progression into Head Start and preschool programs.

This integrated model ensures that children are not only cared for—but are actively learning, growing, and thriving every day.

WHY IT MATTERS

The Early Head Start – Childcare Partnership program does more than provide childcare—it creates opportunity. By removing financial and access barriers, families can be empowered to work, learn, and build stability, while children gain the foundational skills needed for a sustainable future.

Each classroom, each home visit, and each family connection represents a step toward stronger outcomes—for children, for families, and for the community as a whole.



Early childhood is where possibility begins.

Through EHS-CCP, that possibility is nurtured with intention, care, and commitment—ensuring that every child has the opportunity to grow, every parent has the support to succeed, and every family has a pathway forward.



DEPARTMENT OF ENERGY SERVICES

Restoring comfort. Preserving dignity. Reducing burden.

At the heart of the Department of Energy Services is a simple but powerful truth: no household should have to choose between staying warm, staying cool, and staying whole.

The department works to ensure that low-income households across the CSRA have access to safe, affordable, and sustainable energy. Through direct assistance, education, and energy efficiency improvements, these programs reduce energy burdens, strengthen stability, and help families remain safely in their homes.



Low-Income Home Energy Assistance Program (LIHEAP) – Program Description

The Low-Income Home Energy Assistance Program (LIHEAP) provides critical financial assistance to help households manage the cost of heating and cooling their homes. Established under federal legislation and funded through the U.S. Department of Health and Human Services, LIHEAP serves as a frontline defense against energy insecurity.

Through this program, CSRA EOa assists households whose incomes fall within eligibility guidelines, with priority given to older adults, individuals with disabilities, and families with young children. LIHEAP does more than pay a bill—it prevents utility disconnections, reduces crisis situations, and provides education on safe and efficient energy use.



RESOURCES

LIHEAP is funded through federal allocations and administered at the state and local level. A significant portion of these funds is used for direct payments to utility providers on behalf of eligible households, ensuring immediate and tangible relief for families in need.



SERVICE UNITS & AMOUNTS

During the program year, LIHEAP provided one-time assistance payments to eligible households for both heating and cooling needs.

- Heating assistance is typically available during the winter months
- Cooling assistance supports households during peak summer conditions
- Crater maintenance addresses immediate threats such as disconnection or lack of funding.

Special emphasis is placed on:

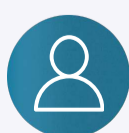
- Senior households (65+)—who are more vulnerable to extreme temperatures
- Households with young children, where safe indoor temperatures are essential



IMPACT – OUTCOMES & SUCCESS STORIES

LIHEAP stabilizes households in moments of urgency. It prevents displacement, protects health, and gives families the breathing room needed to move forward.

Behind every payment is a household that avoided crisis—



a senior who stayed warm through winter.



a parent who kept the lights on for their children,



a family that did not have to choose between medicine and electricity.



13

WEATHERIZATION ASSISTANCE PROGRAM (WAP)



**Better homes. Lower costs.
Stronger communities.**

The Weatherization Assistance Program (WAP) improves the energy efficiency, safety, and comfort of homes for income-eligible households.



PROGRAM DESCRIPTION

Unlike short-term assistance, weatherization is a long-term investment—one that reduces energy consumption and permanently lowers utility costs.

Homes are assessed using a whole-house approach, where trained professionals identify the most cost-effective energy-saving measures.

Services may include insulation, air sealing, heating and cooling system improvements, and other energy conservation measures designed to protect homes from external elements such as heat, cold, and moisture.

PRIORITY IS GIVEN TO:



Elderly individuals



Persons with disabilities



Families with children



RESOURCES

The Weatherization Assistance Program is supported through a combination of federal funding sources, including the U.S. Department of Energy and the U.S. Department of Health and Human Services. These funds allow the program to deliver services at no cost to eligible households.



U.S. DEPARTMENT OF
ENERGY



U.S. DEPARTMENT OF
HEALTH AND HUMAN
SERVICES



SERVICE UNITS & AMOUNTS

Weatherization services are customized for each home based on inspection findings and energy audits.

TYPICAL MEASURES INCLUDE:



Attic, wall, and floor insulation



Air sealing and duct repair



Heating and cooling system improvements



Energy-efficient lighting



Appliance upgrades

**TOTAL HOMES
WEATHERIZED FOR FY2025**

(Insert total homes weatherized for FY2025 once confirmed)

Each home must pass a final inspection to ensure quality, safety, and effectiveness.



IMPACT – OUTCOMES & SUCCESS STORIES

Weatherization creates lasting change.



Households experience lower energy bills



Homes become safer and more comfortable



Families gain long-term financial relief



On average, weatherization yields a return of **\$1.65** in energy-related benefits **for every \$1 invested**, with measurable savings beginning in the first year.



But the numbers only tell part of the story. It is the quiet shift in a home – warmer in winter, cooler in summer, safer, steadier, more secure – that defines the true impact.



Ophelia's Burton Success Story

Through the Weatherization Assistance Program, Ms. Ophelia Burton received critical home improvements that restored comfort and stability to her home.

Ms. Burton later shared her experience during an interview featured by WRDW News 12 in partnership with the Weatherization Department, highlighting the meaningful impact weatherization services can have on households throughout the community. The feature video was also shared across CSRA EOA social media platforms to help showcase the program's work and community impact. It was an honor for the department to assist Ms. Burton and support her household through services designed to improve long-term housing safety, energy efficiency, and overall quality of life.

"The work they did was remarkable. I mean, my roof, it looks wonderful. It's not leaking anymore. The heat is on, I'm warm." - Ms. Ophelia Burton



DEPARTMENT OF ENERGY SERVICES

Closing Reflection

Energy is more than a utility—it is stability, health, and dignity. Through LIVEAP and Weatherization, the Department of Energy Services ensures that households are not left behind in the face of rising costs and changing conditions. Each service delivered is a step toward resilience, toward equity, and toward a future where every home can be a place of safety and comfort. In alignment with our mission of leveraging resources, empowering people, and advocating to alleviate poverty in the **CSRA**, each service delivered represents more than assistance—it is a step toward resilience, equity, and a future where every home can be a place of safety and comfort.

None of this work happens in isolation. The reach and impact of energy services across the CSRA are made possible through strong and trusted partnerships. Through LIVEAP, collaborations with local Family Connections, Senior Centers, and community churches across all 13 counties help ensure that households are connected to assistance when they need it most.

The Weatherization Assistance Program is strengthened through partnerships with local authorities, the Department of Energy Conservation, and Burt Calhoun, whose expertise and commitment help deliver high-quality energy efficiency improvements to the homes we serve.

Together, these partnerships extend our reach, deepen our impact, and ensure that services are delivered with both care and excellence.

**STABILITY.
HEALTH.
DIGNITY.**

**STRONGER HOMES.
STRONGER COMMUNITIES.
BRIGHTER FUTURES.**



*Empowering families. Strengthening communities.
Building a more energy-secure CSRA.*





11,531

Households Served

Keeping homes safe, stable, and connected to essential energy services across the CSRA.

From Crisis to Stability



11,531

households received energy assistance



LIHEAP HOUSEHOLDS SERVED

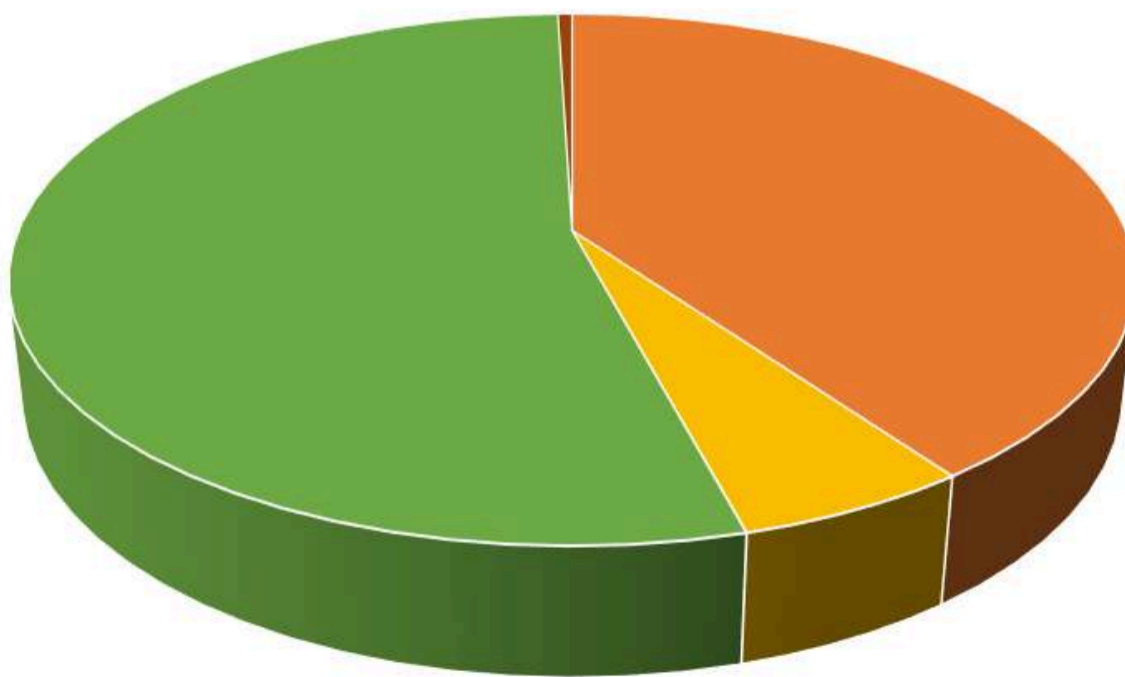
homes improved through weatherization



Across the CSRA

Funding	Amount
Heating	\$1,610,460.00
Heating Crisis	\$230,380.00
Cooling	\$2,155,300.00
HEAT	\$19,720.00
Total FY25 LIHEAP Funding	\$4,015,860.00

LIHEAP FY25 Expenditures



■ Heating
 ■ Heating Crisis
 ■ Cooling
 ■ HEAT

“Behind every number is a life—but together, they reveal the reach and rhythm of how support moved through our communities this year.”



Supportive Services for Veteran Families



The **Supportive Services for Veteran Families (SSVF)** program exists for one purpose, which is to make sure no Veteran in our community has to face homelessness alone. Across our 23-county service area, we continue to meet Veterans who are sleeping in their cars, staying in motels, living in abandoned buildings, or moving from couch to couch. Many of them are doing their best to survive while carrying the physical and emotional weight of their service.

Program Overview

SSVF steps into these difficult moments with compassion, practical support, and a commitment to restoring stability. We help Veterans and their families stay in their homes when they're at risk of eviction, and we quickly re-house those who have already lost their housing. Our team provides hands-on case management, rental and utility assistance, deposits, transportation support, childcare help, employment referrals, and connections to benefits many Veterans have struggled to access on their own.

HOW WE HELP VETERANS AND THEIR FAMILIES



Prevent Eviction



Rapid Re-Housing



Rental & Utility Assistance



Transportation Support



Childcare Help



Employment Referrals



Connections to Benefits



No Veteran in our community should face homelessness alone.

We are here to help. We are here to serve.



Services & Support Provided



SSVF delivers a comprehensive array of services designed to meet Veterans where they are and provide practical, individualized support. The program focuses on two primary areas: homelessness prevention and rapid re-housing.



HOMELESSNESS PREVENTION:

For Veterans and families at risk of eviction or housing loss SSVF provides targeted assistance to stabilize their current living situation. This includes rental assistance, utility payments, and mediation with landlords when appropriate. By intervening early, the program helps prevent homelessness before it occurs.

RAPID RE-HOUSING:

For those who are already homeless, SSVF works quickly to secure safe and stable housing. This includes identifying appropriate housing options, assisting with security deposits, and covering initial move-in costs. The goal is to minimize the time a Veteran spends without stable shelter.

CASE MANAGEMENT:

Central to SSVF's approach is hands-on, individualized case management. Staff work closely with each Veteran household to develop a personalized housing stability plan. This includes ongoing support, regular check-ins, and coordination of services to address barriers such as income, employment, health, or access to benefits.

SUPPORTIVE SERVICES TO BUILD STABILITY

SSVF provides a range of supportive services that help Veterans achieve and maintain stability, including:



Rental and utility assistance



Security and utility deposits



Transportation support, including bus passes



Childcare assistance to support employment



Employment referrals and job readiness support



Assistance accessing public benefits such as SNAP and TANF



In addition to short-term financial assistance, SSVF also utilizes **Shallow Subsidies**—a strategic, longer-term rental support model designed to help Veterans who are able to sustain housing with modest, ongoing assistance. Shallow subsidies provide a reduced level of rental support over time, allowing Veterans to gradually assume full financial responsibility while maintaining housing stability.



SSVF also recognizes that housing stability is closely tied to overall well-being. Through the dedicated **Health Care Navigator**, staff assist Veterans in accessing VA and community-based medical and behavioral health services, ensuring that untreated health conditions do not become barriers to stability.



STABILITY TODAY. A STRONGER TOMORROW.
We are here to support our Veterans every step of the way.

Addressing Barriers to Housing Stability



Many Veterans face complex challenges that extend beyond financial hardship. SSVF is committed to addressing these barriers through specialized support and targeted interventions.

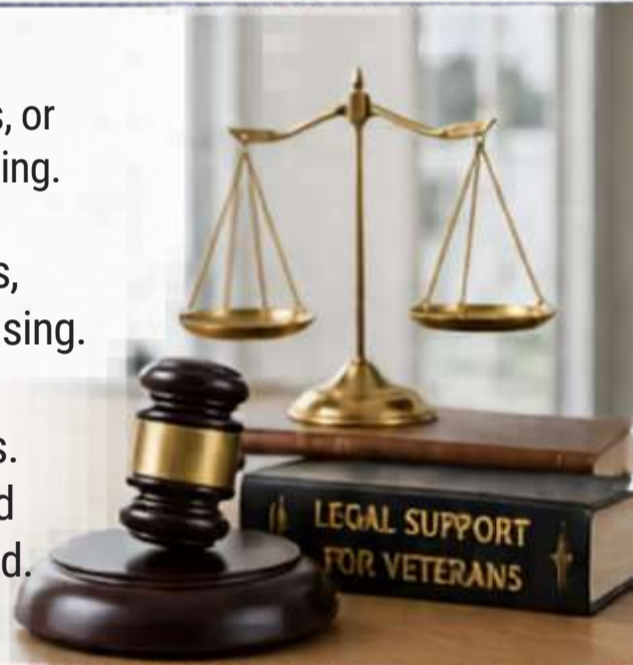


Legal Assistance for Housing Barriers

Legal issues such as evictions, outstanding fines, criminal background concerns, or disputes with landlords can prevent Veterans from securing or maintaining housing.

SSVF connects Veterans with legal assistance to help resolve these barriers, advocate on their behalf, and improve their chances of obtaining stable housing.

Additionally, SSVF assists Veterans in navigating complex benefits systems. Many Veterans face challenges in securing benefits they are eligible for, and staff provide guidance and advocacy to ensure these resources are obtained.



Landlord Specialists and Housing Navigation

SSVF includes dedicated landlord specialists who work to build and maintain relationships with property owners and managers across the service area. These specialists help identify available units, address landlord concerns, and advocate for Veterans as tenants.

By serving as a bridge between landlords and program participants, landlord specialists expand housing opportunities and increase successful placements. They also provide ongoing support to ensure positive landlord-tenant relationships, contributing to long-term housing retention.



SSVF is here to break down barriers and build pathways to stable housing and a stronger future for Veterans.

Every barrier addressed brings a Veteran one step closer to home.

EMPLOYMENT AND COMMUNITY PARTNERSHIPS



A key component of the SSVF program is its strong network of partnerships, which enhanced the scope and effectiveness of services provided.

Through collaboration with **Goodwill Middle Georgia & the CSRA**, Veterans gain access to employment services, including resume development, job training, and job placement support. This partnership plays a critical role in helping veterans increase income and move toward financial independence.



COMMUNITY ENGAGEMENT AND OUTREACH

SSVF maintains an active presence throughout the community to ensure that Veterans in need are identified and connected to services as quickly as possible.

Program staff regularly participate in outreach events, community resource fairs, and coordinated entry efforts. These engagements allow the program to reach unsheltered Veterans and those who may not otherwise seek assistance.

The program also prioritizes ongoing professional development and training for staff, ensuring services are delivered using best practices such as trauma-informed care and Veteran-centered approaches.

Through continuous engagement and collaboration, SSVF strengthens community awareness and builds trust with both Veterans and service providers.

IMPACT AND OUTCOMES

The impact of SSVF extends beyond housing placement, it transforms lives. By providing immediate assistance and long-term support, the program helps Veterans regain stability, rebuild confidence, and reconnect with their communities.

With the integration of shallow subsidies, healthcare navigation, legal assistance, and landlord engagement, SSVF addresses the full spectrum of challenges that contribute to homelessness. This comprehensive approach increases the likelihood of long-term success and reduces returns to homelessness.

When a Veteran secures safe housing, the effects are far-reaching. Families experience improved well-being, children gain stability, and individuals are better positioned to pursue employment, healthcare, and personal goals.

SSVF measures success not only by the number of households served but by the sustainability of outcomes, emphasizing long-term housing retention and continued engagement.

A LASTING IMPACT

SSVF's comprehensive approach goes beyond providing temporary relief—it creates pathways to lasting change. By addressing housing, income, health, legal, and employment needs together, the program helps Veterans overcome barriers that once felt insurmountable. The result is stronger individuals, healthier families, and more connected communities. Every success story reflects the power of coordinated support and the belief that every Veteran deserves the chance to thrive.



CONCLUSION

At its heart, the Supportive Services for Veteran Families program is about dignity, respect, and belonging. Every Veteran deserves to feel seen, supported, and valued not only for their service but for who they are today.

SSVF remains committed to reducing Veteran homelessness across its service area by providing compassionate, effective, and responsive support. SSVF works closely with local landlords, community organizations, legal service providers, and healthcare systems to create a coordinated network of support that allows the program to respond holistically to the needs of Veterans and their families. Ensuring that the program's mission is both simple and powerful: **to ensure that every Veteran and their family has a safe and stable place to call home.**

Each day, this mission is carried forward, one household, one conversation, and one victory at a time.



VETERAN SUCCESS STORIES



REAL JOURNEYS. REAL IMPACT. REAL HOPE.

Behind every success is a story of resilience, determination, and the power of compassionate support. These stories highlight how the Supportive Services for Veteran Families (SSVF) program helps Veteran S move from crisis to stability and toward a brighter future.



FROM UNCERTAINTY TO STABILITY AND HOME

When Veteran S arrived in Augusta, she brought with her the resilience and determination that carried her through military service. After relocating from Atlanta due to rising housing costs, she planned to stay temporarily with her daughter while securing permanent housing. Instead, she was left without housing or a support when her daughter unexpectedly moved out of state.

With limited resources, Veterans stayed in a hotel until her funds were exhausted, eventually sleeping in her vehicle. Despite the uncertainty and emotional toll, she remained determined to find her help. Her persistence led her to the Augusta VA, where—although she was not eligible for HUD-VASH—a VA social worker ensured she was connected to the Supportive Services for Veteran Families (SSVF) program at CSRA Economic Opportunity Authority. Through SSVF, Veteran S received housing-focused case management, assistance navigating the housing search, and connections to critical resources. With this support, she secured safe, stable, and permanent housing for herself.

A few months later, Veteran S returned to the SSVF office not in crisis, but in gratitude. She shared her excitement about preparing a Thanksgiving meal in her own kitchen—a simple but powerful milestone that once felt out of reach. Her journey reflects both her resilience and the impact of compassionate support, demonstrating that with the right sources, no Veteran has to face homelessness alone.

FROM HOMELESSNESS TO STABILITY AND RECOVERY

After more than 30 years of cycling in and out of homelessness while battling substance use disorder, one Veteran's journey has become a powerful example of resilience, stability, and hope. At enrollment into the SSVF program, Veteran W was quickly connected to safe, stable housing and provided housing-focused case management. Through a consistent, trauma-informed and non-judgment approach, the SSVF team was able to start helping him to address barriers by assisting with accessing resources and building a path toward long-term stability. Even during setbacks, the Veteran remained engaged with support from the SSVF team.

Today, Veteran W has successfully transitioned into permanent housing, maintained stability with no returns to homelessness and achieved one full year of sobriety. He also reports significant improvements in overall well-being and increased self-sufficiency.

Describing the support as life-saving, Veteran W expressed deep appreciation for being treated with dignity and respect. In a meaningful gesture, Veteran W shared a one-year sobriety coin with starting at 100% and graduating to the top of the grade. This success story highlights the impact of combining rapid housing with compassion, Veteran-centered care, demonstrating how sustained support can help Veterans move from crisis to stability and renewed independence.

**EVERY VETERAN.
EVERY STORY.
EVERY VICTORY.**

At SSVF, we believe every Veteran deserves a safe place to call home and the support needed to thrive. Together, we build pathways to stability, hope, and a brighter future.

Respect. Dignity. Hope. Home.



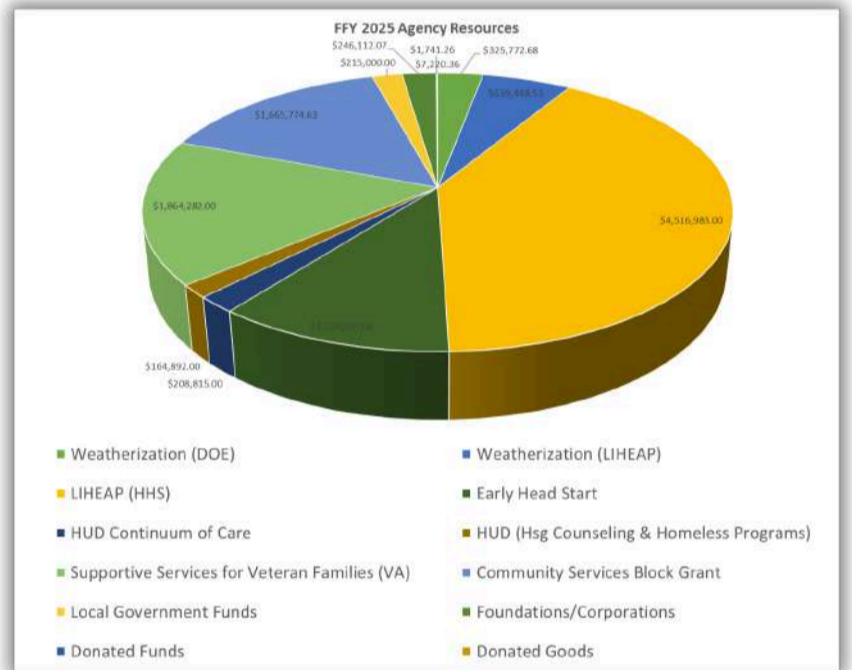
FISCAL MANAGEMENT

CSRA Economic Opportunity Authority, Inc. is a private, nonprofit 501(c)(3) Community Action Agency funded through a combination of federal, state, and local government grants, foundations, private donations, and community partnerships. The Fiscal Office is responsible for maintaining sound financial management practices that support accountability, transparency, compliance, and responsible stewardship of public and private resources. The agency follows Generally Accepted Accounting Principles (GAAP) applicable to nonprofit organizations and complies with the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance – 2 CFR Part 200). CSRA EOA maintains internal control systems and fiscal procedures designed to ensure accurate financial reporting, proper oversight of expenditures, compliance with funding requirements, and protection of agency assets.

To further ensure accountability and financial integrity, the agency undergoes an annual independent audit conducted by Certified Public Accountants in accordance with federal and state requirements. Fiscal monitoring, reporting, budgeting, procurement oversight, and ongoing internal review processes help support the agency’s continued ability to effectively manage resources in service to the communities of the CSRA.

Resources		
Fund Source	Amount	Budget
Weatherization (DOE)	\$325,772.68	2.94%
Weatherization (LIHEAP)	\$639,448.53	5.77%
LIHEAP (HHS)	\$4,516,983.00	40.77%
Early Head Start	\$1,224,493.00	11.05%
HUD Continuum of Care	\$208,815.00	1.88%
HUD (Hsg Counseling & Homeless Programs)	\$164,892.00	1.49%
Supportive Services for Veteran Families (VA)	\$1,864,282.00	16.82%
Community Services Block Grant	\$1,665,774.63	15.03%
Local Government Funds	\$215,000.00	1.94%
Foundations/Corporations	\$246,112.07	2.22%
Donated Funds	\$1,741.26	0.02%
Donated Goods	\$7,220.36	0.07%
Total Resources	\$11,080,534.53	100.00%

The Fiscal Department may work quietly behind spreadsheets, reports, and regulations — but every accurate transaction helps carry stability, dignity, and opportunity into the community.



Fiscal management is not separate from service delivery — it is what allows service delivery to happen responsibly, sustainably, and at scale.



CSRA Economic Opportunity Authority’s Fiscal Department serves as the operational backbone supporting every program, service, and partnership across the agency. While financial management often happens behind the scenes, its impact is felt directly in the lives of the individuals and families served throughout the CSRA. In FY2025, the agency responsibly managed more than \$11 million in federal, state, local, and community resources supporting housing stability, utility assistance, Veteran services, early childhood education, senior services, and community development efforts.



The Fiscal Department ensures that resources move where they are needed most — accurately, efficiently, and in compliance with complex federal and state requirements. Behind every payment processed is a household maintaining electricity during extreme weather, a Veteran securing stable housing, a child receiving early education services, or a family avoiding eviction during crisis. Through strong internal controls, budgeting oversight, procurement management, grant compliance, reporting, monitoring, and audit preparation, the Fiscal team helps safeguard the agency’s ability to continue serving communities with integrity and accountability. Their work supports not only financial stability, but operational continuity across all programs and departments.



In an agency where thousands of payments, reimbursements, vendor transactions, and program expenditures are processed annually, fiscal management is more than accounting — it is stewardship. It is the careful coordination that allows services to remain uninterrupted, partnerships to remain strong, and public trust to remain protected. The work of the Fiscal Department reflects one of the core principles of Community Action: that resources, when managed responsibly and strategically, become pathways to stability, opportunity, and hope.



PLANNING, EVALUATION & ORGANIZATIONAL DEVELOPMENT



Planning at CSRA EOA, Inc. is an ongoing process focused on ensuring programs, services, and organizational priorities remain aligned with community needs, funding requirements, and the agency's mission of alleviating poverty throughout the CSRA. Throughout FY2025, planning activities included development and monitoring of the Community Action Plan, implementation and reporting on the agency Strategic Plan, coordination of organizational assessments and evaluations, support for grant development activities, and collaboration with departments on project planning, budgeting, and program design.

The Planning function also supports agency accountability and continuous improvement by coordinating monthly, interim, and annual reporting processes used to evaluate progress toward agency goals, document outcomes, identify emerging needs, and strengthen data-informed decision making. These activities help ensure that planning remains connected to direct service delivery, community conditions, organizational capacity, and long-term strategic priorities.

In addition, planning and evaluation activities are regularly reported to the Evaluation & Planning Committee and Board of Directors to support governance responsibilities, Organizational Standards compliance, strategic oversight, and informed decision-making. Through collaboration with agency departments, leadership, staff, community partners, and the governing board, the planning process helps guide organizational growth, strengthen operations, and support the agency's continued ability to respond to changing community needs. Strategic partnerships strengthened the agency's ability to provide coordinated, multi-domain services and reduce barriers to access across the CSRA and in FY25, the Agency also adapted rapidly during Hurricane Helene recovery efforts, developing a plan to meet the needs, coordinating with other agencies, and continuing to provide services and expanding services to help households that were navigating utility loss, housing instability, disaster recovery resources, and financial hardship. At its core, planning is the work of listening carefully, recognizing patterns and needs, and helping transform information into action that strengthens individuals, families, and communities.

"Most good plans begin with listening. Data tells us where needs exist. People tell us what those needs feel like."

"Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has. ~ Margaret Mead"

Key Evaluation & Planning Organizational Standards Addressed During FY2025

Organizational Standard	Activity/Documentation
Standard 1.2 – The organization analyzes information collected directly from low-income individuals as part of the community assessment.	Reviewed Customer Satisfaction Survey findings and analyzed participant feedback regarding housing, rental assistance, and service access barriers.
Standard 1.3 – The organization has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the governing board.	Customer Satisfaction Survey Reports reviewed in May and September 2025; results, concerns, and improvement actions discussed with the Committee and Board.
Standard 2.1 – The organization has documented or demonstrated partnerships across the community.	Review of agency partnerships, coordinated entry activities, collaborations, and strategic planning/community engagement activities.
Standard 2.3 – The organization communicates its activities and results to the community.	Review of annual report activities, strategic planning updates, and reporting processes.
Standard 2.4 – The organization documents the number of volunteers and hours mobilized in support of its activities.	Reviewed Annual Report Module 2 capacity-building and volunteer data.
Standard 4.1 – Governing board reviews the mission statement within the past 5 years and ensures alignment with programs/services.	Mission and strategic direction reviewed during strategic planning and strategic plan approval processes.
Standard 4.3 – Strategic plan and Community Action Plan document use of the ROMA cycle and ROMA-certified assistance.	Strategic planning process incorporated ROMA principles and consultation from a ROMA Master Trainer and Implementer.
Standard 4.6 – Comprehensive organization-wide risk assessment completed within the past 2 years and reported to governing board.	Risk Assessment reviewed with Evaluation & Planning Committee and Board; Risk Management Plan development discussed.
Standard 6.1 – Organization has an agency-wide strategic plan approved within the past 5 years.	Strategic planning process completed; Committee reviewed and approved FY2026–FY2028 Strategic Plan for Board approval.
Standard 6.2 – Strategic plan addresses reduction of poverty, revitalization of low-income communities, and/or self-sufficiency.	Strategic goals developed around housing stability, economic security, organizational capacity, and self-sufficiency outcomes.
Standard 6.3 – Strategic plan contains family, agency, and/or community goals.	FY2026–FY2028 Strategic Plan included measurable family, agency, and community goals and performance indicators.
Standard 6.4 – Customer satisfaction data and customer input are included in strategic planning.	Customer Satisfaction Survey data and stakeholder input incorporated into planning discussions and strategic planning process.
Standard 6.5 – Governing board receives updates on progress toward strategic plan goals within the past 12 months.	Strategic Plan progress reports reviewed with Committee and Board during FY2025 meetings.
Standard 9.1 – Organization has systems to track and report client demographics and services received.	Annual Report Module 2 and agency reporting systems reviewed with Committee.
Standard 9.2 – Organization has systems to track family, agency, and/or community outcomes.	Program evaluations, strategic plan reports, customer satisfaction reporting, and annual report data reviewed throughout FY2025.



COMMUNITY ACTION PROMISE

“

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.

”



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Stronger Together.

Brighter Tomorrow.

