**LOCATIONS**

**Project NOW Community Action Center**
418 19th Street, Rock Island (309) 793-6391

**Head Start**
499 27th Street, East Moline (309) 792-4555
109 S Elm Street, Kewanee (309) 852-4346
305 NW 7th Street, Aledo (309) 582-3668

**Good Things NOW Stores**
2000 3rd Avenue, Rock Island (309) 793-6353
605 SW 3rd Street, Aledo (309) 582-3244

**Rock Island County Senior Center**
2221 11th Street, Rock Island (309) 788-6335

**Outreach Offices**
711 4th Avenue, Moline (309) 764-8092
207 W 2nd Street, Kewanee (309) 852-4565
605 1/2 SW 3rd Street, Aledo (309) 582-2644

www.projectnow.org
Community Services

The Community Services Division helps thousands of Customers to meet their basic needs while they move toward increased self-sufficiency.

In 2011, we provided Outreach services to 17,690 individuals in the area!

BASIC NEEDS

◆ 384 Families in crisis were helped with emergency needs.
◆ 72 Families’ medical and dental needs were met, improving health.
◆ 3,807 Meals were provided through our Summer Food Program, providing health and physical development to children in need.
◆ 8 customers accessed higher education with Project NOW Community Service Block Grant scholarships.

“\(\text{I am so appreciative for all of the help the programs here at Project NOW offer}^*\)”

-Anonymous

Royal Neighbors of America volunteers assisted Project NOW in establishing community gardens. This partnership gave customers direct access to healthy food and taught them about gardening.

UTILITY ASSISTANCE

Customers were assisted with utility bills and furnace repair or replacement through the following programs to reduce their energy burden and helping them maintain housing.

◆ 9,786 Families’ homes were more livable with Utility Assistance through LIHEAP
◆ 65 Families received energy related help with MidAmerican & Ameren funding.
◆ 45 Families received Emergency Furnace Repair/Replacement.
◆ 614 Families with disconnected utilities had utilities restored.

HOMELESS SERVICES

Homeless Services allow customers to achieve self-sufficiency by working towards employment, asset building, and providing families Intensive Case Management.

◆ 62 Families, 128 individuals, received 16,985 nights of shelter in Transitional Housing provided by Project NOW.
◆ 20 Families 41 individuals, received Supportive Housing Case Management.
◆ 233 Families, 638 individuals received housing assistance, preventing homelessness or moving them out of homelessness.

Head Start

Head Start is an Early Education and Comprehensive Family Support Program for very low income families with 3-5 year old children. Our Center-Based or Home-Based options provide: education, health, disability aid, mental health, transportation, parent/family support and volunteer participation services.

In 2011, The Administration of Children and Families Office of Head Start officially recognized Project NOW Head Start nationally as a Center of Excellence!

ENROLLMENT

◆ 423 children from 393 families participated in Head Start; 320 were also transported.
◆ Project NOW kept monthly average enrollment at maximum of 360 in the school year, and 80 in the summer, increasing the capacity to attain excellence.
◆ 94.5% of Head Start children were from families at or below poverty level, 6 of these were homeless when they came to Project NOW.
◆ Over 12% of the children were able to achieve their potential through treatment of their diagnosed disabilities by community partners.
◆ Of all the families needing Head Start in the community, 54% were served.
◆ Over 33% of the children spoke English as a second language.

“Head Start helped develop my child, and showed me how to develop my skills as a mother.”
- Project NOW Head Start Parent

CHILD HEALTH AND KINDERGARTEN READINESS

◆ 100% of children enrolled had medical & dental exams & immunizations by year end.
◆ 100% of families had their own doctors & dentists when they left program.
◆ Of the age-eligible children, 100% successfully transitioned into Kindergarten.

RESOURCES

◆ Partnerships with more than 800 volunteers with 450 Head Start parents, including 69 fathers or father figures, support Head Start in continuing quality.
◆ Head Start’s 2011 Federal Review was successful with no major findings.
◆ Partnerships were achieved, utilizing $642,000 of private funding and resources in addition to $2.75 Million public funding.
◆ The Head Start budgets include $3.4 Million in public & private funding. Budget Items include: Personnel, In-Kind, Cost Allocations, Occupancy, Nutrition/Food, Travel, Supplies, Furniture/Equipment/Vehicles, Other Child Costs, Staff Travel, Parent Services.

GOOD THINGS NOW

QUALITY USED CLOTHING
GARAGE SALE PRICES EVERYDAY!!
In 2011, we served 677 families in need at no cost to them. A great place to donate your unwanted items!

The East Moline Fire Department came to teach fire safety to Head Start students at a classroom site.
Senior Services

The Rock Island County Senior Center offers a variety of services designed to help persons aged 60 and over stay engaged and live independently in their own homes.

**Transportation**
- 8,432 units of door-to-door transportation were provided to 354 Seniors in Rock Island & Mercer counties.
- **RIDE THE RIM!!** Project NOW continued to expand Rural Transportation in Rural Rock Island & Mercer Counties by adding JARC & New Freedom services.
- 1,201 rides helped 168 rural individuals get to the destination of their choice.

**Meals**
- 32,682 Congregate Meals helped 642 Seniors eat more nutritiously and enjoy the company of others.
- 70,299 Home-Delivered Meals helped 747 seniors continue to live independently. A Big THANK YOU to our Great Volunteers who deliver these meals Monday - Friday. (If you are interested in volunteering to deliver meals, please call us at 309 788-6335)

“Thank you for the Home Delivered Meals Services. I appreciate these services. The meals were tasty, balanced, and always delivered with a smile. Thank You!”
- Home Delivered Meals Customer

**Senior Outreach Services**
- 739 Seniors received 1191 units of Outreach Services.
- 1385 Seniors received 2757 units of Information & Assistance.
- 442 Seniors were provided with 882 units of Health Promotion.
- 772 Circuit Breaker online applications were filled out and submitted for Seniors.
- 594 Seniors received coupon booklets for a total of $12,474 to purchase fresh food at our local Farmers’ Markets.
- 184 Seniors received 283 Units of Family Care Giver Assistance.
- 1,619 Seniors received assistance with advocacy in the Senior Health Assistance Program (SHAP) for a total of 3,660 units of service.

Housing Services

Project NOW’s Housing Services offer a variety of programs to the residents of Rock Island, Henry and Mercer counties.

**Weatherization**
Project NOW’s Weatherization work continued with American Reinvestment and Recovery Act (ARRA) funding in 2011. A total of **203 homes** were weatherized, improving the home’s energy efficiency, saving both energy & money for customers!

**Homebuyer & Home Rehabilitation Programs**
- Home Buyer Seminars - 163 individuals were helped with home buyer information.
- Foreclosure prevention counseling - 7 individuals were counseled on foreclosure.
- Homebuyer with Rehab - 9 Families purchased homes with rehabilitation.
- Single family rehabs (SFOOR) - 1 single family home was rehabilitated.
- Home Modification & Improvement - 6 Homes were reconditioned or enhanced.

**Affordable Housing Rentals**
Project NOW strengthens neighborhoods by providing affordable rentals across our 3 county service area.
- 91 units of Affordable Housing were rented to families.
- 114 families representing 247 individuals were housed throughout the year.

**Small Business Loans**
Project NOW’s Small Business Loan Program assists Small Businesses with start-up or expansion funds. These loans help to create and retain jobs for low-income persons, and promote economic growth in Henry, Mercer and Rock Island Counties!

Find out more at: http://www.projectnow.org/community.htm
What is at the heart and soul of Community Action? Well, our national leadership has asked that question and the resounding response is:

**HELPING PEOPLE. CHANGING LIVES!**

At Project NOW, when we look across programs, whether it is Head Start, Senior Meals, Utility Assistance, Transitional Housing, Weatherization, Affordable Property Rentals, Summer Lunch, Case Management, Emergency Financial Assistance, Clothing, Small Business Loans, Senior Transportation, Homebuyer and Home Rehabilitation or Outreach...what each of these services share is the common thread of:

**HELPING PEOPLE. CHANGING LIVES!**

Helping People happens through service delivery, taking the time to listen, believing in someone during their struggle, assisting to pay an essential bill or encouraging someone to take a small step forward.

Changing lives is the outcome. Sometimes the change is profound and long lasting. Other times the change is much more subtle. Each of our lives are shaped by our experiences and at Project NOW, our customers are sharing their experiences. They are reaching out and that reach results in change.

So in 2011, Community Action at Project NOW looks a lot like...

**HELPING PEOPLE. CHANGING LIVES!**