



2020 Programs Impact Stories

HW – Community Services Block Grant (CSBG) Self-Sufficiency Program – Chester County

HW came to CCA for assistance with her electric utility bill. She was unemployed and her only source of income came from family. She lived with her adult daughter who received SSI. After assisting HW with her bill and listening to her problems and goals, the CCA staff determined that she would be a good candidate for the Self Sufficiency Program. HW stated that she had her C.N.A license at one point, but lost them due to not renewing them. After further assessments regarding her goals, she was enrolled into CCA's Self-Sufficiency Program in March 2020 with training scheduled to begin in May 2020. On April 16, 2020, HW realized she was going to have a problem with arranging travel to the training site since it was located in Rock Hill, at least 20 miles from her home in Chester, South Carolina. Upon the staff's inquiry of HW's transportation arrangements prior to program and training enrollment, she stated that she would not have any problems. HW was able to secure transportation and commenced training for phlebotomy in May 2020.

After starting training, HW continued to voice her concerns and issues. However, she was determined and resolved the issues as they developed. After a couple of week in the Phlebotomy training, the instructor reported that HW was not doing well in the program. After discussing the challenges with HW, staff enrolled her in the Medication Technician Program. She completed the Medication Technician Program on September 2, 2020 and received her certification during the graduation ceremony. After graduation, HW was employed with an assisted living facility in Chester.

FR – Community Services Block Grant (CSBG) Self-Sufficiency Program – Fairfield County

FR visited the CCA Fairfield County Office on August 26, 2020 to request assistance with her electric bill. She was unemployed and her only source of income was from some child support that she received. Her child support is sporadic so she had fallen behind in her bills. She has three children: a 16 year old, a 2 year old, and a 9 month old. FR had not been employed for several years, although she has her high school diploma and has had previous work experience. She stated that she needed to get back in the work force, but had not been motivated to try because of several obstacles. The most pressing being the need for adequate child care for her two youngest children.

The case manager and FR discussed the Self-Sufficiency Program and how she could benefit from participation. Further assessments and discussions included future employment based on some of her previous work experience, training for skills upgrade and strategies for seeking and obtaining permanent full-time employment. FR enrolled in Self-Sufficiency Program and stated she would be seeking employment.

FR obtained employment with the City of Columbia as a Telecommunicator with Emergency Communication Center. Her starting salary is 34,293.23. She received temporary

assistance with the cost of child care through Carolina Community Actions and was referred to Fairfield County DSS for further assistance through ABC vouchers. FR has improved her financial situation by re-entering the workforce. She is hoping to eventually advance in her current employment and is very happy with the improvements she has made.

AI – Community Services Block Grant (CSBG) Self-Sufficiency Program – Lancaster County

AI is a soft spoken, mild mannered and petite 17 yr. old who resides in Kershaw with her mother and two siblings. AI was a senior and honor roll student at the Andrew Jackson High School. She was a member of the cheer leading squad and her hobbies included baking and hanging out with her friends and family. AI planned to attend York Technical College after graduation in 2021 to enroll in their Billing and Coding Program. However, she decided to matriculate at Lander University in Greenwood SC majoring in Health Care Management.

In the summer of 2020, AI was asked to participate in CCA's Youth Leadership Program (YLP). The YLP is a six weeks program that provides career exploration and summer work experience opportunities for 16-18 yrs. old high school youth. The YLP consists of a three day orientation with soft skills training before starting a work assignment with area employers based on their vocational goals. Each organization completes a training site agreement and conducts an interview with the students before they start the six weeks work experience. AI was placed at the GoldenCare Adult Day Care Services in Lancaster SC that caters to senior citizens and disabled individuals.

During orientation AI said that her goal after graduating in May 2021 was to become a Billing and Coding Clerk for a doctor's office. Therefore, when the director of GoldenCare stated that the position in which AI would be placed for the six weeks would consist of some billing and coding, this was a perfect opportunity for AI. She thoroughly enjoyed working as an Office Assistant with Ms. W. who trained AI in billing and coding, filing, phone etiquette along with helping her to develop specific computer skills.

AI performed well at GoldenCare and was offered a position there. The director was very impressed with AI's work ethics and her character during the six weeks work experience. Therefore, when a position in the Administration Dept. became available in September 2020, the director offered the position to her. AI began working part time at GoldenCare in October 2020 two days a week Thursday and Friday 8:00 am-5:00 pm while attending classes at A J High School on Monday-Tuesday. AI was very appreciative to CCA and GoldenCare for giving her the opportunity to start her career with the position in billing and coding.

MG – Community Services Block Grant (CSBG) Self-Sufficiency Program – Union County

MG was one of CCA's regular customers. She inquired on April 12, 2020 about obtaining a renewal certification as a Certified Nurse Assistant (CNA). The case manager met with her several times to determine MG's continued level of interest in training and obtaining employment. She was very dedicated and attended every appointment that was scheduled by the case manager. MG enrolled in the CNA class on June 22, 2020 and completed the training on 9/30/20. She obtained employment at a nursing home in Union, South Carolina.

Prior to the training, MG was making \$8.00 per hour as a home health aide for a company in Union, but advanced to \$13.00 per hour upon employment with the nursing home. MG also stated since the COVID-19 Pandemic, her pay has increased to \$18.00 per hour. MG has aspirations of continuing with school in pursuit of becoming a Licensed Practical Nurse (LPN). She has worked with the elderly population for over 20 years and really enjoys working with that population.

KC – Community Services Block Grant (CSBG) Self-Sufficiency Program – York County

Since 2010, KC has been a regular customer seeking rental and utility assistance twice a year until 2019. One day while she was seeking assistance, the case manager spoke with her about the Self-Sufficiency Program. Upon further discussion with her to inquire about her situation, goals and objectives, the case manager decided that she was a good candidate for the Medical Assistant Program. KC had great desire to further her education, but she faced financial hurdles.

KC was enrolled in the Next Level Health Institute for additional vocational training as a Certified Nursing Assistant (CNA). Two years prior to the CNA training, she received a certification in Phlebotomy, but had been unable to secure employment in her field. She completed her CNA training and passed the exam. The case manager assisted KC with resume development and strategies for marketing herself for employment opportunities. KC is the first person to obtain a mobile Phlebotomy license in the City of Rock Hill. Her hourly wage rate of \$15 is expected to increase significantly. She is the owner and CEO of Gentle Stick and also works part time at Lab Corp. She is maintaining stable employment and has not received any assistance from CCA since 2019.

WP – Weatherization Assistance Program (WX) – Chester County

WP requested weatherization services. Upon arriving at the home in Chester County, the Weatherization Auditor discovered that the family was heating the house with kerosene heaters and using towels to stuff under doors to keep the their living space from being leaky. Their solution to the home heating problem and leakiness was not only inadequate but highly dangerous. The carbon dioxide levels of the home was high and several occupants of the home had chronic health issues such as COPD and asthma. In addition, their energy bills were averaging \$200 per month. The Weatherization contractor conducted air sealing and installed attic insulation in an effort to achieve a prescribed energy efficient level. The program allowed for health and safety measures that improved the air quality with fresh air ventilation and Carbon Monoxide Monitors. An adequate heat source and a smart thermostat were installed along with repairs to the duct system. Some months later the family reported the Weatherization staff that their utility bills were reduced by at least 20% over the previous year, thus saving the family money. They especially appreciated the new heating system since the burden of having to haul kerosene daily, worrying about the dangers of heating with a kerosene heater, and plugging leaky spots with towels was alleviated.