



# ANNUAL REPORT

Helping people. Changing lives.



2022

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# EXECUTIVE DIRECTOR'S LETTER



Bill Powell  
Executive Director

On behalf of South Plains Community Action Association and Board of Directors, I am delighted to share this year's Annual Report.

Over the past 57 years, our agency has built a reputation of being one of the largest and most successful Community Action agencies in Texas.

Our focus has remained constant and true over the years in improving the lives of the many by enhancing the health and well-being of people from your communities. This agency's mission statement "Helping People. Changing Lives." is front and center for myself and all of the employees of SPCAA. It is imperative we all continue to collaborate and learn how to best solve our country's most pressing and complex issues plaguing people from all walks of life.



In this Annual Report, you will find various data figures which represent the number of services provided to the many in search of jobs, food, payment assistance, education, ridership, or medical necessities. But most importantly, you will also find a few of the many accomplishments in which staff have shared in the form of success stories.



To the Board of Directors, thank you for your guidance and leadership. To all of the SPCAA employees, my gratitude to you for your dedication and continued efforts in "Helping People. Changing Lives."

Bill Powell  
Executive Director  
South Plains Community Action Association

# SENIOR MANAGEMENT



**WILLIAM D. POWELL, JR**  
EXECUTIVE DIRECTOR  
YEARS WITH AGENCY: 48



**ROGER CARDENAS**  
DEPUTY DIRECTOR  
HEALTH SERVICES DIRECTOR  
YEARS WITH AGENCY: 24



**WHITNEY QUICK, CPA**  
CHIEF FINANCE OFFICER  
YEARS WITH AGENCY: 20



**MELINDA HARVEY**  
PLANNER / GRANT WRITER  
YEARS WITH AGENCY: 14



**ADOLFO PEREZ**  
EXECUTIVE ASSISTANT  
YEARS WITH AGENCY: 35



**ANDY B. CATES**  
HUMAN RESOURCE  
DIRECTOR  
YEARS WITH AGENCY: 16



**LARRY K. MARTIN**  
CORPORATE SAFETY &  
PROPERTY  
YEARS WITH AGENCY: 25



**BRIAN BAKER**  
TRANSPORTATION  
DIRECTOR  
YEARS WITH AGENCY: 20



**OLIVIA BARBOSA**  
HEAD START & EARLY  
HEAD START DIRECTOR  
YEARS WITH AGENCY: 21



**CHRISTY COLLEY**  
CHILD CARE SERVICES  
DIRECTOR  
YEARS WITH AGENCY: 22



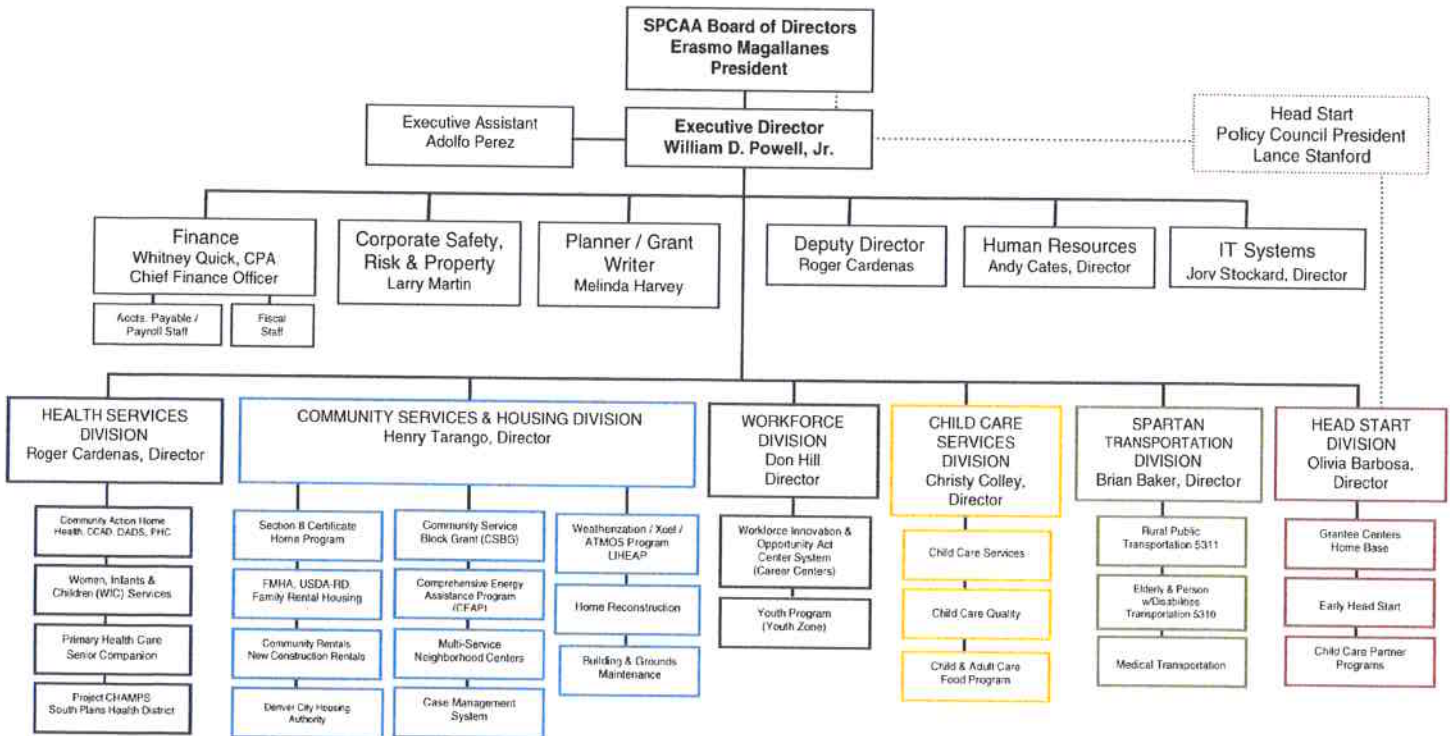
**DON HILL**  
WORKFORCE DIRECTOR  
YEARS WITH SPCAA: 6  
YEARS WITH TWC: 40  
RETIRED FROM TWC



**HENRY TARANGO**  
COMMUNITY SERVICES  
DIRECTOR  
YEARS WITH AGENCY: 25

# SOUTH PLAINS COMMUNITY ACTION ASSOCIATION

## ORGANIZATIONAL CHART



# BOARD OF DIRECTORS

**BOARD PRESIDENT**

**ERASMO MAGALLANES**

**BOARD 1ST VICE PRESIDENT**

**GEORGE GONZALES**

**BOARD 2ND VICE PRESIDENT**

**MAYOR W. H. JOHNSON**

**BOARD SECRETARY**

**VIOLA OLIVARES**

**BOARD MEMBERS**

JUDGE DUANE DANIEL

JUDGE RUSTY FORBES

RONN GARCIA

ROBERT HANNEMAN

SARA HERNANDEZ

JUDGE PAT HENRY

MARILYN JENNINGS

MAYOR LOUISE JONES

MICHAEL RANGEL

RICKIE REDMAN

ALMA RODRIGUEZ

LANCE STANFORD

DR. ROBIN SATTERWHITE

The concept of "community action" was originally conceived as part of the War on Poverty Program launched by the Economic Opportunity Act of 1964. The objectives of Community Action was focused on enabling people to achieve self-sufficiency and providing the resources to achieve that goal.

South Plains Community Action Association, Inc., began in November of 1965 as Hockley County Community Action Committee, Incorporated. The corporation was chartered as a non-profit and the main office established in Levelland, Texas.

Our Community Action agency became widely known throughout the communities we serve. The concept of people helping people became the basis of our Mission Statement, "Helping People. Changing Lives."

The name South Plains Community Action Association, Incorporated was formally established on July 1, 1970. From its humble origins in Hockley County, South Plains Community Action Association (SPCAA) has remain true to the mission and expanded on the concept of providing opportunities, resources and new initiatives for families, children, the elder, and individuals with challenging needs move forward on a pathway of economic growth and self-sufficiency.

Today, our mission has remained constant for 57 years. Our agency has grown from a \$4 million dollar organization to an impressive \$68 million dollar organization providing services in 114 counties. SPCAA programs are operated through funded contracts for service and are operated in selected communities based on the availability of those contracts.

**57 YEARS OF  
PROGRESS**



**SOUTH PLAINS COMMUNITY ACTION ASSOCIATION**

# ACCOUNTING DATA

14,984	833	18,585	261
Payroll Checks Processed	W-2s Processed	Vendor Payments Processed	1099 Processed

# HUMAN RESOURCES

Human Resources was finally able to shift the focus from COVID to “routine” HR functions. New Employee Orientation has transitioned to remote on-boarding permanently for all employees and programs. Over the past year HR was able to onboard almost 250 new employees, both full-time and part-time, with a current workforce of close to 650 employees. Recruitment and retention challenges continue to be a focus, which has created remote and hybrid work schedules, new employee focused policies and procedures, and all program constantly evaluating pay scales to ensure SPCAA recruits and retains the best candidates. In addition to the “routine” functions, HR and SPCAA transitioned to new 401k and health insurance providers, with the main goal of better service and opportunities for the great staff at SPCAA. The Human Resources staff will continue to serve as partners for the programs and staff, with continued focus on being the best place to work.

**650**  
Workforce of  
Active Employees

**250**  
On-Boarding of  
New Employees



# CORPORATE SAFETY & PROPERTY

15	NON-REPORTABLE INJURIES	6	REPORTABLE INJURIES
2	PROPERTY DELETION	2	PROPERTY ADDED
26	SAFETY/TRAINING CLASSES	9	AUTO ADDITIONS
167	INSURED AGENCY PROPERTY	201	INSURED VEHICLES

# CHILD CARE SERVICES



CPS Children  
671

Children Served  
3,481

CCS Providers  
135

Texas Rising Star  
32

# CHILD & ADULT CARE FOOD PROGRAM

Child Care  
Facilities  
20

Meals  
Served  
Per Month  
794,289

Head Start  
Facilities  
8

# QUALITY IMPROVEMENT PROGRAM

Caregivers  
Trained  
470

Workshops  
Provided  
17

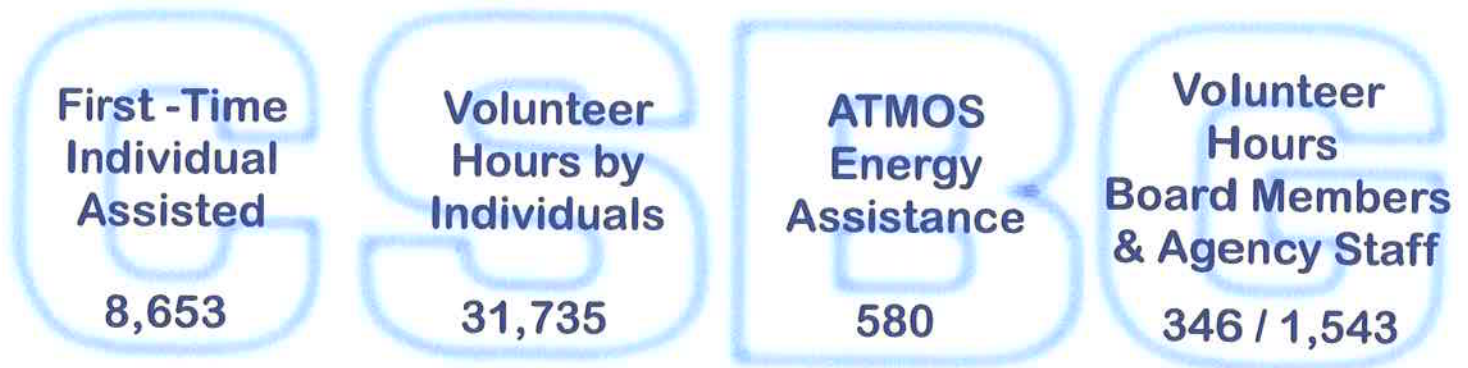
College  
Scholarship  
42

Individuals  
Utilizing  
Resources  
163



# COMMUNITY SERVICES

## COMMUNITY SERVICE BLOCK GRANT



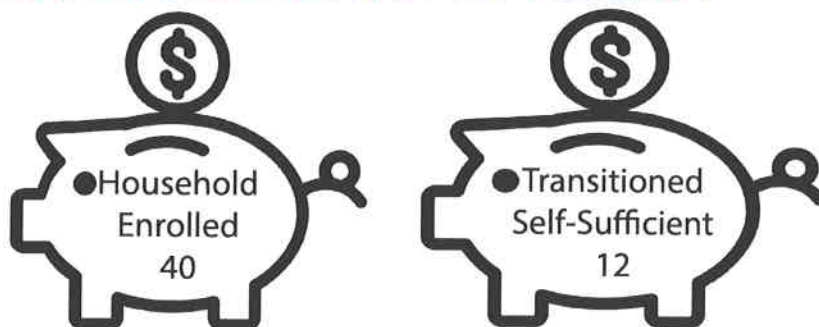
## (CEAP) COMPREHENSIVE ENERGY ASSISTANCE PROGRAM



## HOUSEHOLD SERVED WITH FUEL TYPES



## (TOP) TRANSITION OUT OF POVERTY



## VOLUNTEER INCOME TAX ASSISTANCE (VITA)



# SOUTH PLAINS REGIONAL HOUSING AUTHORITY

Housing Units  
135

Vouchers/  
Families Asst.  
356

FSS  
Participants  
7

Waiting  
List  
7

## LOW-INCOME HOUSEHOLD WATER ASSISTANCE PROGRAM (LIHWAP)

## TEXAS EMERGENCY MORTGAGE ASSISTANCE PROGRAM (TEMAP)

Households Assisted  
43

Restoration of Services  
78

Prevention of Disconnect  
272

Rate Reduction  
188

## HOCKLEY COUNTY FOOD BOX

Individuals / Families assisted 1,036

## (WAP) WEATHERIZATION ASSISTANCE PROGRAM

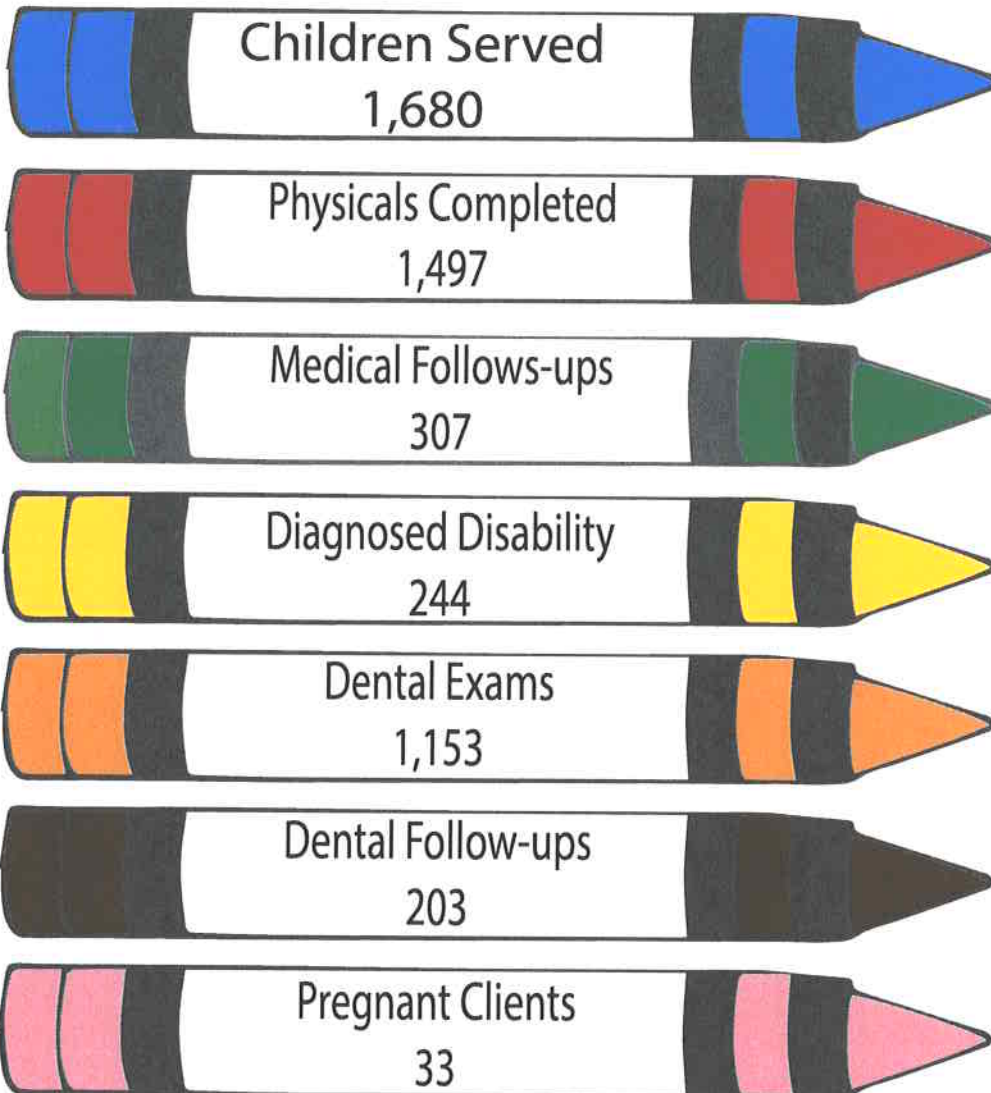
Total Homes Weatherized  
36





# HEAD START AND EARLY HEAD START PROGRAMS

Head Start and Early Head Start programs promote the school readiness of preschool-aged children, infants, toddlers, and service for pregnant women. Head Start and Early Head Start programs support children's growth from birth to age 5 through services that support early learning and development, health, and family well-being. Early Head Start focuses on families with children ages birth to 3 years of age, and many also serve expectant families. These services are available at no cost to children ages birth to age 5 in eligible families. These two programs deliver child development services in center-based, home-based and family child care settings. All Head Start and Early Head Start programs continually work towards the mission of helping children and families receive high-quality services in a safe and healthy settings that prepare children for school and life.



# PANWEST TX NAVIGATOR CONSORTIUM PROGRAM



The PanWest TX Navigator Program assists community members in 64 counties of the South Plains, Permian-Basin, West Texas, and Panhandle area in applying for health insurance through the Federal Health Insurance Marketplace. Health coverage is vital to the overall strength of our communities. By ensuring that community members receive the quality care they deserve, the Navigator Program is truly embodying the SPCAA motto of Helping People and Changing Lives.

The Navigator Program works closely with community partners, small businesses, The City of Lubbock Health Department, and the Center for Medicare and Medicaid Regional Office to reach as many individuals in need as possible. Federally certified and trained navigators travel across all 64 service counties to provide assistance to every individual in need of coverage. Services are 100% free of charge and appointments can be done in-person or virtually. Bilingual navigators are available for individuals who require Spanish language assistance.

Quality Health Plan Enrollments

535

Medicaid Referrals

294

Health Insurance Enrollment Events

456



Need Health Insurance? Call SPCAA's Navigator Program Toll Free  
To Schedule an Appointment: #(833) 314-2373

# HOME HEALTH

Community Care for Aged & Disabled (CCAD)	Consumer Based Alternative (CBA)	First Time Services	Repeated Services	Total Hours Served
105	13	20	95	1,993.25

# PRIMARY HEALTH CARE

Clients Served	Repeated Services	Hours Served
159	774	3,328



HOME HEALTH

# PROJECT CHAMPS LUBBOCK

Clients Served 353

Units of Service 993

## AGE OF CLIENTS DURING REPORTING PERIOD

Ages 13 to 24  
13

Ages 25 to 44  
184

Ages 45 to 64  
127

Ages 65 or Older  
29

## GENDER OF CLIENTS SERVED

Female  
70

Male  
227

Transgender  
Female 5

Unknown  
1

## RACE / ETHNICITY OF CLIENTS SERVED

White 256

Black/African American 86

Asian 2

Native Hawaiian 1

Amerian Indian / Alaskan Native 2

Multi-Racial 6

Hispanic 173

Non-Hispanic 180

## HOUSEHOLD FEDERAL POVERTY LEVEL

0%  
to  
100%  
  
168

101%  
to  
200%  
  
82

201%  
to  
300%  
  
46

301%  
to  
400%  
  
21

401%  
to  
500%  
  
8

Unknown  
  
28

# PROJECT CHAMPS EL PASO

Clients Served 397

Units of Service 718

## AGE OF CLIENTS DURING REPORTING PERIOD

Ages 13 to 24  
22

Ages 25 to 44  
219

Ages 45 to 64  
139

Ages 65 or Older  
17

## GENDER OF CLIENTS SERVED

Female  
42

Male  
348

Transgender  
Female 5

Transgender  
Unspecified 1

Unknown 1

## RACE / ETHNICITY OF CLIENTS SERVED

White 368

Black/African American 23

Asian 1

Native Hawaiian 1

Amerian Indian / Alaskan Native 2

Other / Unknown 2

Hispanic 355

Non-Hispanic 42

## HOUSEHOLD FEDERAL POVERTY LEVEL

0%  
to  
100%  
  
158

101%  
to  
200%  
  
74

201%  
to  
300%  
  
33

301%  
to  
400%  
  
5

401%  
to  
500%  
  
4

Unknown  
  
123

# SENIOR COMPANION PROGRAM

COMPANION  
VOLUNTEERS

32

CLIENTS  
SERVED

60

FIRST-TIME  
SERVICES

19



REPEATED  
SERVICES

8,850

HOURS  
SERVED

31,050

STIPEND /  
ESTIMATED  
WAGE PAID

\$96,638.50

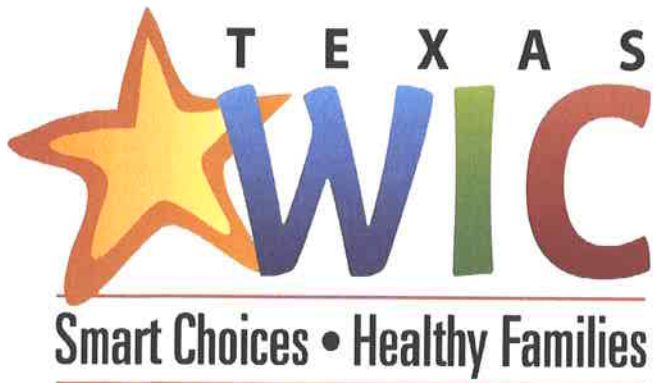




SPARTAN Public Transit provides public transportation in the 17 counties that make up the South Plains Rural Transit District. This service, also known as demand response, is available in the rural transit district. Curb-to-curb service is standard level of service, with door-to-door service available on request for Seniors and individuals with disabilities.

## MONTHLY ONE-WAY TRIPS FOR 2021





WIC is one of the vital sources of health care for low-income women and families during and after pregnancy, as well as for infants and children up to the age of five. WIC is also an important source of nutrition, education and supplemental nutritious foods. WIC is very instrumental in promoting the importance of breastfeeding and immunizations for infants and children.

WIC is not an entitlement program as Congress does not set aside funds to allow every eligible individual participation in the program. WIC is a federal subsidy program for which Congress authorizes a specific amount of funds each year. The United States Department of Agriculture is the funding source. WIC can be found virtually anywhere there is one of the following:

- ★ County Health Department
- ★ Hospitals
- ★ Schools
- ★ Indian Health Services Facilities
- ★ Community Centers
- ★ Public Housing Sites
- ★ Mobile Clinics
- ★ Migrant Health Centers & Camps

# Clients Served 578,016





# WORKFORCE

WIOA  
ADULT  
66

WIOA  
DW  
18

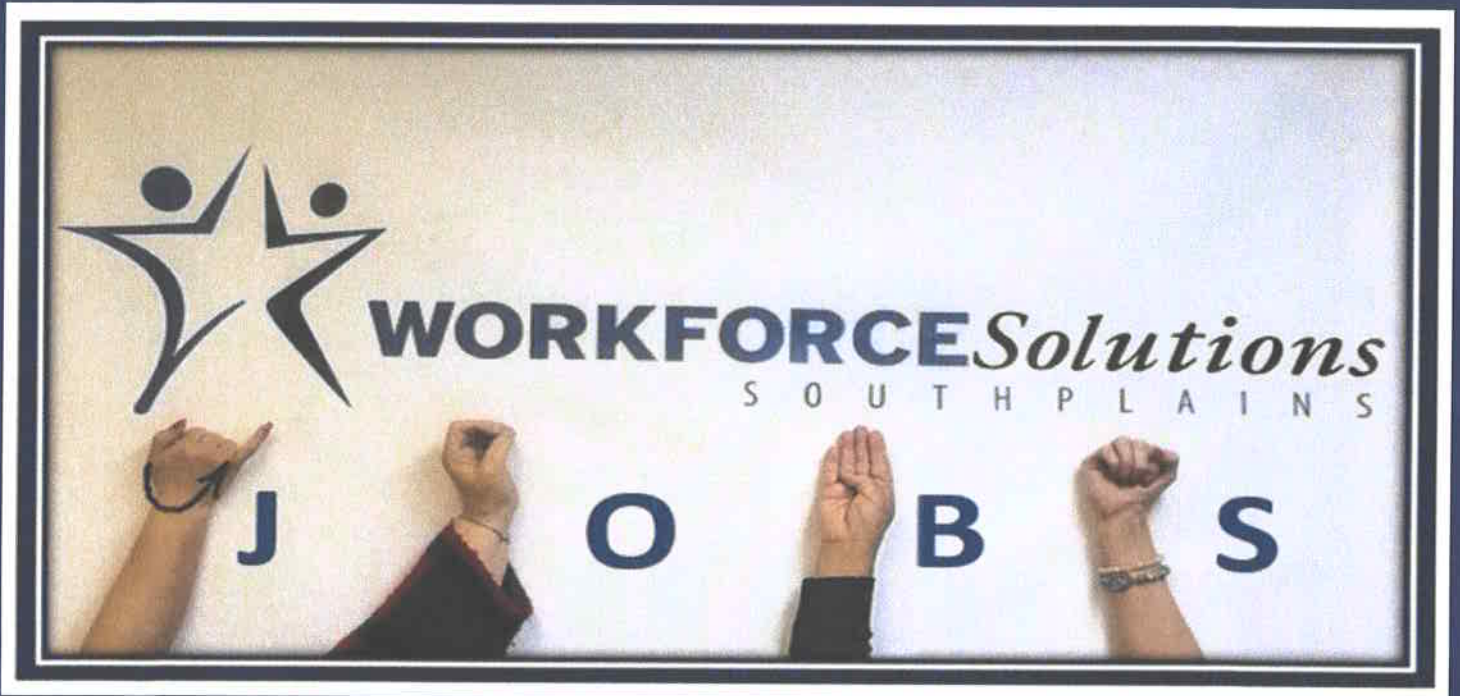
WIOA  
NDWG  
5

WIOA  
YOUTH  
70

CHOICES  
172

NCP  
56

SNAP  
E & T  
315



DISTINCT INDIVIDUALS  
RECEIVING SERVICE

13,630

TOTAL SERVICES  
PROVIDED TO INDIVIDUALS

101,705

JOB REFERRALS

16,369

TOTAL EMPLOYERS  
SERVED

1,895

JOB ORDERS TAKEN

5,795

SERVICES PROVIDED  
TO EMPLOYERS

15,227

# SUCCESS STORIES



SPCAA was able to assist Mr. Lionel Garza with CSBG Discretionary funds of \$1,600 towards the short-term Professional Driver Training Texas CDL-A license course at South Plains College Reese Center. Mr. Garza was referred to SPCAA by Motivation, Education & Training Incorporated (MET). Mr. Garza started classes on March 28, 2022. SPCAA also included CSBG discretionary funds to assist with a \$350, gift gas card to use towards travel expenses. Mr. Garza completed the CDL training course in May 2022.



The Howard Maddera Memorial Scholarship recognizes 6 exceptional students each receiving a \$1,000 scholarship award. Pictured (left to right) Adolfo Perez, SPCAA Executive Assistant, Nathan Garcia, Elena Hart-DeLeon, Lizeth Sital, Susan Conley, Heidi Pinon-Muniz, Fransisco Rodriguez and Bill Powell, SPCAA Executive Director.

# 2022 BACK TO SCHOOL BACK PACK EVENT

Back Pack / School Supplies Distributed 942  
Vendor Booth Set-ups Distributing Info 28



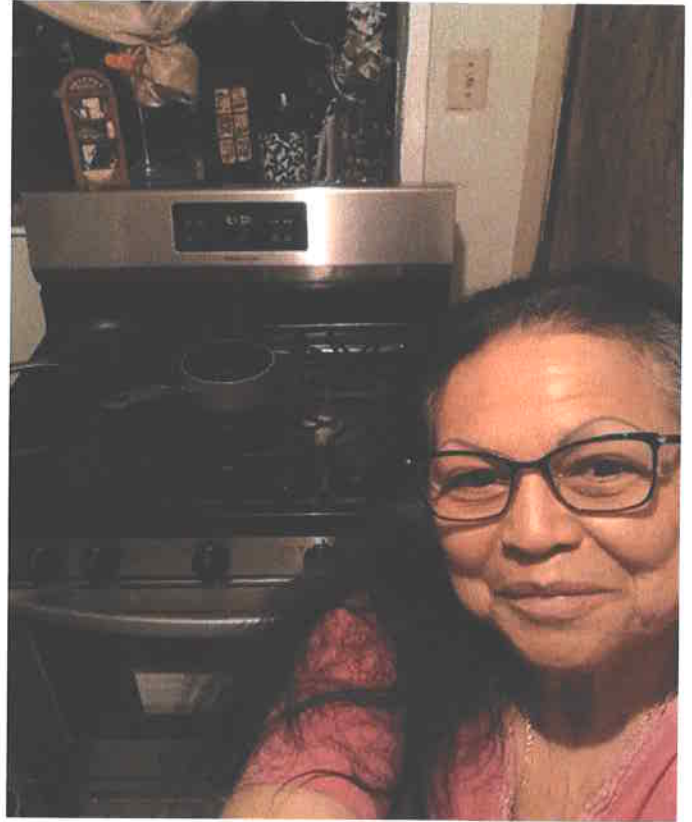
## SPCAA and ATMOS Energy Join Forces

The Atmos Blitz event was conducted at the SPARTAN Transportation facility in Levelland. This program helps the citizens of Levelland in need of assistance to pay their gas bills. A total of 580 citizens assisted.



# SUCCESS STORIES

This is Mary Hernandez. She is one of our elderly clients who lives by herself and is on a fixed income. She sometimes struggles to keep her home warm during the colder months. Even though her house is not very large, it still gets very cold in the winter. She does most of her own home improvements by herself. Once in a while she will get some help from family and friends for small repairs. She was wanting to get gas services turned back on in her home but could not due to the gas line needing extensive repairs and not able to afford. She relied on an electric stove for cooking and electric heaters for heating her home. This would often cause her electric bill to be higher. With a fixed income, she was struggling to pay her electric bill. SPCAA was able to get her gas line repaired through Atmos Energy Share the Warmth funding in Hale County. Mary was finally able to get a gas stove and a gas heater for her home. She is a lot more comfortable in her home and does not worry as much about the winter or her electric bill, as her home is nice and warm now! Mary loves to cook and has always wanted a gas stove instead of an electric one. All this would not have been possible for Mary to do on her own. She is very happy and grateful for the assistance that South Plains Community Action was able to provide.



**Mary Hernandez**  
Hale County

## **GARZA COUNTY FAMILY ASSISTED WITH HEATING**

On December 12, 2022, Rhomysha Reed, a single mother of 3 called to say her gas service had been shut off. It had been very cold and she has 3 young children, so she was in dire need of assistance. Her gas bill was very high and none of her family members were able to help. Before calling us, Ms. Reed went to get assistance from the Salvation Army but by the time she got to the sheriff's office they had already exhausted the funds they were going to assist people for that day. We were able to assist her through Share the Warmth funds in the amount of \$300 and the remaining balance with CEAP funds in the amount of \$345.50 She was nearly in tears when I told her to call Atmos to ask them to reconnect her service.

# SUCCESS STORIES



**The Benavides**

The Benavides have been in a financial hardship due to the ongoing rise in food costs, gasoline, and utility rates. The struggle is a daily one as they try to budget the best they can on the fixed amount of income they receive. Unfortunately, having an emergency fund is not an option for them. They were reminded of this when their central unit was non-functioning when the heat was at its worst. July temperatures were at record highs. This no longer was a financial burden for the Benavides but could quickly become a medical emergency. The Benavides are elderly and know their bodies can respond poorly to heat. This is when they reached out to South Plains Community Action. The Benavides have already been enrolled in the utility assistance program through SPCAA. They called SPCAA immediately to explain their situation. The Benavides were eligible for repairs on their unit at no cost to them. A component was replaced, and the unit is now functioning properly. The Benavides are one of many families that have been assisted through South Plains Community Action.

In Hale County, a Resource Fair took place in front of our local Plainview office. Our employees, Rita Sepeda seated to the right and Christian Silva seated on the left assisted the public with information about SPCAA program services and other resource partners and agencies.



## HEAD START CLASSROOM IN DENVER CITY



# SUCCESS STORIES

I came into the Choices Program in December 2021 and continued in the program until July 31, 2022. While in the Choices Program and being a single mother, Workforce Solutions South Plains helped me gain employment with Moss Law Firm, PC in the Service Department earning \$12.00 an hour. I am currently with the firm making over \$17.00 an hour. The Choices Program provided me with supportive services and employment needs to be successful in my new job. I am very grateful to Workforce Solutions South Plains and the Choices Program.



Felicia Villarreal

In March 2022, a client by the name of Amanda Poore came in because she needed help with a gas line repair. I also put her on the CEAP program and helped her with her utility bills as well. Amanda had moved to Crosbyton recently with no family and no friends to help in her time of need. She is a vulnerable client, disabled and on a fixed income. Amanda being on a fixed income had no way to collect the funds to get the repairs she needed to have the gas turned on. She had no hot water or heat, since her gas was turned off because of a leak. Amanda was very appreciative SPCAA was able to help her with Share the Warmth funds to repair the gas line. I am so thankful for programs like Share the Warmth that can help impact people's lives.

EDDIE RICHARDSON HEAD START CENTER





# SUCCESS STORIES

**SPARTAN Transportation** - Taking care of our children who ride the SPARTAN bus from home to School and back. Nowadays bus drivers have to be on alert, not only while on the roads, but also with passenger safety. One such moment was when Driver Alan Mote was dropping Tim off at home from school, did he notice a suspicious man who appeared to be waiting as Timmy was about to get off the bus. The bus driver - Alan immediately closed the bus door and wouldn't allow Timmy to exit. The man moved away and left and Timmy's relative Jesse stepped out from the home to greet Timmy. The family posted on Facebook to give a shout out to Alan for his quick thinking of protection and was very grateful.

## Amanda & Ari Davis



I came to **Child Care Services** in search of child care assistance for my one year old baby. I had a variable hour, low paying job that made care in a traditional child care facility difficult. I was reduced to asking friends and family to help care for my daughter, which also proved costly and less than reliable. To say that coming to Child Care Services was my last desperate attempt to reconcile what was left of my life is an understatement. I was a single mother of two, working a dead-end job, facing eviction, and trying to advance my education to make myself more valuable in the job market to secure a better situation for my little family.

What I would find here was far more amazing and has entirely changed my life. In the process of applying for child care services for my daughter, I saw that employment opportunities existed in the Child Care Services office. I applied and would soon begin a job that quickly became my career. I started as a Client Services Specialist and was able to qualify for child care assistance and was now armed with the resources and employment that I needed and I was able to return to school, work, and provide for my family. It was hard but I had great support and constant encouragement from my Child Care Services work family. That was almost 9 years ago.

My life today looks nothing like it did when I entered this program. I am now financially stable and totally independent. I now serve as the Client Services Lead for the Child Care Services program that I initially started as a Client Services Specialist. I no longer qualify for Child Care Services because I have surpassed the income guidelines and am truly self-sufficient. I am a true example of the intended purpose of this program. I received the help I needed in a program that continually adjusted to my circumstances to gradually reduce my dependency and increase my self-sufficiency. I am proud of who I have become and continue to work tirelessly to be the same change for others in this community as this program has been for me and my children.

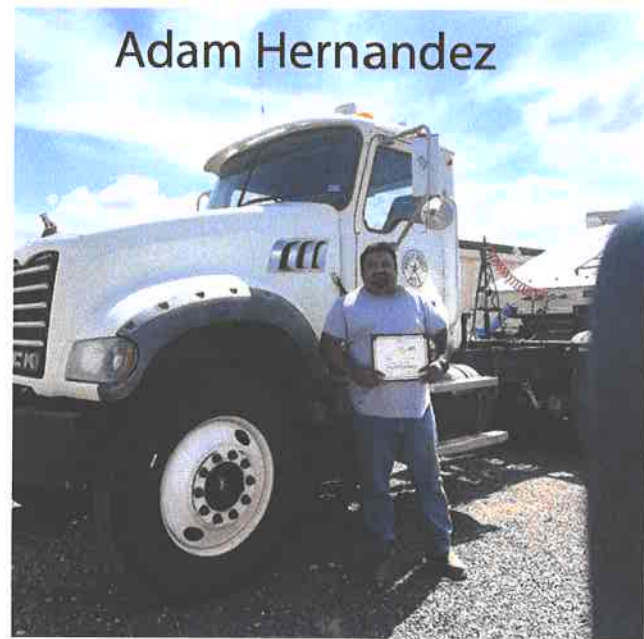
# SUCCESS STORIES



**Hector Zamarron**

My name is Hector Zamarron and I completed by CDL training with SPC ATDS training school. I was recently release from TDCJ after serving 5 years with the state and was looking to better myself for me and my family. I spoke with Ms. Victoria Roach from the Levelland Workforce Solutions office and she helped me with my WIOA application. She really made the process easy and help with the support services of helping with fuel for me to get to and from school. I started the CDL program on 03/28/22 completed the program on 04/22/22 and got my Class A CDL. I got my first job as a CDL driver with Trans Am and my first day of work was 06/12/22. I am working in what I went to training for and enjoying my job which is long haul driving.

My name is Adam Hernandez and I reside in Sundown Texas. I would like to thank Workforce Solutions South Plains for helping me with the application process in obtaining my Class A CDL License. I was laid off from Ref Chem in November 2021. Without WIOA help, I would not have been afforded the opportunity to obtain my current job as a truck driver. My case manager, Victoria Roach, helped me with the application process, completing the required documents and then she provided employment job search. WIOA has given me the ability to expand my opportunity and grow in employment. I cannot thank Workforce Solutions enough for the time spent and assistance given to me. Thank you.



**Adam Hernandez**

**Trevor Harris**



My name is Trevor Harris and I recently graduated from the WIOA program. In October 2021, I was released from TDCJ after serving 4 years in prison. I was eager and hungry to provide a way to support not only myself, but also my family. Before I had been incarcerated, I worked a few different jobs- construction, oilfield, and a few other areas. But I felt now I was at a time in my life that I had to make a decision on what it is I'm going to do. I had heard about the Workforce center providing help to receive my CDL license; doubtful it would happen for me, I thought I still have to try. Mrs. Reyes at the Lubbock Workforce center went above and beyond to help find me a spot in their program. Since I graduated in February 2022, I have received a job driving in the oilfield, making good money to provide for my family with room for growth in that field of work. I strongly encourage anyone who is looking for a career to apply with the WIOA program.

# SUCCESS STORIES



Roxy came into the WIOA Youth program as an OSY youth. She had expressed her interest in getting assistance in customer service. Her consultant was able to connect her with a retail industry job involving customer service through a work experience opportunity with Broadway Treasures that was a resale - retail industry. While completing her work experience, she was also able to get assistance through the SIR grant for childcare assistance which helped her out with childcare. Roxy was able to continue to work and gain more work experience. Now Roxy is working at Central Plains Center as a Intellectual Disability Services Assistance. She stated that she is liking it and enjoys being able to help her clients.

## Roxy

Hired with Central Plains Center

I received a letter in my mailbox in June for an appointment for SNAP E&T to look for a job. I was hopelessly looking for work. I thank Monica Ruiz from the Brownfield Workforce for giving me hope and for the fuel assistance to get around to find a job. Monica referred me to Apex Secure Care where I was hired and started on 7/11/2022 in the laundry department. Thank you for all your help, Workforce.



## Jennifer Martinez

Hired with Apex Secure Care

After the pandemic came to an end, I lost my job. I was now unemployed and down on my luck. As the months passed my savings depleted rapidly. I searched for jobs frantically but was unable to follow through when I would land an interview. When you are broke, something as menial as gas money can keep you from going forward with a job search. I applied for the SNAP program to put groceries in the house. I was then notified I had to attend a program through Workforce Solutions. Attending the class was the best decision I ever made. They helped me with my job search, restored hope that had been running low, and gave me the additional help I needed to succeed.

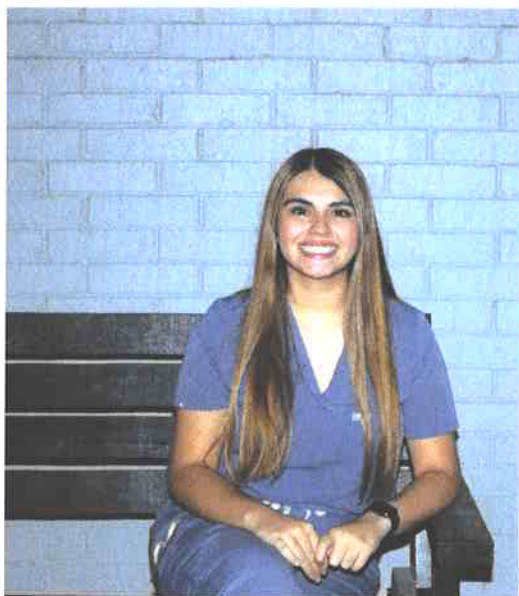
Thank you, Texas, for your endless resources!

Thank you, Monica Ruiz, for believing in me!



## Jo Villarreal

# SUCCESS STORIES



## Erin Tienda

RN Covenant School of Nursing  
Hired with Covenant Children Hospital  
November 2022

Hello, my name is Erin Tienda. I recently graduated from Covenant School of Nursing. My mom is a nurse and I have always dreamed of following in her footsteps, and my dad is a mailman. All my life, my parents have worked extremely hard to give us as many opportunities as possible. While I was in nursing school I moved out of my parents house and lived with roommates, so that I could be close to school as well as my job. I worked Friday, Saturday, and Sunday nearly every week to help pay rent and save for school. It was very hard to have to worry about class, studying, and paying my bills. My parents tried to help me out as much as possible, but they were limited because my older sister and both of my younger sisters were both in college as well. This put a lot of pressure and stress on me to help pay for my school. It was a very stressful time when I applied for the WIOA program. I was beyond thrilled and relieved when I found out that I had gotten accepted. It was this huge weight lifted off my shoulders and my parents. The program has helped pay for my tuition, help me get uniforms for school, and for my job after graduation. They have helped me graduate nursing school with no loans or debt. I could not be more thankful for the program, and my case managers who have helped take care of me through this whole process. I started my job at Covenant and passed the NCLEX this past month. I am currently working in the Pediatric Emergency Room. Without the WIOA program, I would be in debt and stressed about juggling school and work. I hope that I am able to help as many people as possible in my nursing career.

## Justin Torres

Hired with Standard Energy as CDL Driver  
WIOA Adult

Hello, my name is Justin Torres, and I am from Lubbock, Tx. I would like to thank the Workforce South Plains WIOA program in achieving my goal in finding a career. Without WIOA's help, I would have not been given the opportunity to obtain my current job as a truck driver with Standard Energy. As a young dad working at just minimum wage jobs it was not allowing me to support my son with necessities. My case manager helped me with the application process, completing the documents and then provided employment job search. WIOA has given me the ability to expand my opportunity and grow in employment. The time they have given me and assisted me on cannot be thanked enough.



# SUCCESS STORIES



"I did an application for a woman in Plainview, and she was so surprised with her tax credit and how much it covered towards her premiums that she actually called her brother during our appointment and left him a message expressing her relief. Later that evening I got a call from him, and he wanted to meet the very next day. I had to drive back out to Plainview, but he was able to get coverage to see a doctor for health concerns he had. He was very appreciative and said he was going to tell people at work about our program!" -Margie Carrasco, Navigator

Pictured: Margie Carrasco at a table event to share information about the Health Insurance Marketplace

"A client and her son came into the office on a Sunday to see about enrolling. Unfortunately, her son wasn't eligible for a plan, but I was able to assist him with other resources such as applying for SSI for disability and gave them the information needed to start the process. She was very thankful for that information and for the information for Medicaid for the elderly and people with disabilities. Just because we aren't always able to enroll everyone who walks through our doors, doesn't mean that our help ends with just our plans. I will always go above and beyond for our clients and do what I can to help them in any way that I can, even if it isn't through our program." -Krystal Garza

Pictured: Krystal Garza at a table event to share information about the Health Insurance Marketplace



# SUCCESS STORIES

"I had a consumer come in visibly worried and scared because they had just been released from their employer and due to their medical needs, they needed to make sure they had continuous coverage. They had gone to an insurance agent to enroll in insurance, but she didn't feel it was done correctly, so she sought out our assistance. Upon accessing her application, I noticed that she had only been enrolled for 2023 coverage and that not all of her income had been entered. Due to her no longer being employed I was able to also enroll them for coverage for the remainder of 2022. The consumer was very relieved and stated how she felt that the agent who had previously helped her, had not done their due diligence as they had ignored all her questions and they had chosen a plan for her without making sure of their providers and medications." – Norely Gray, Navigator



Pictured: Navigators assisting clients at Open Enrollment event



"I met with a business owner who has dedicated employees that have been with his company for over three years. However, his employees did not have medical insurance for their family members. The owner invited me to a company dinner to speak to his employees. Several of his workers needed insurance because they have children and make too much money to qualify for CHIP or Medicaid. We set up appointments and I ended up getting several families enrolled into medical benefits through Health-Care.gov. To top it off, the company owner ended up paying half the premiums for his employees!" -Theresa Servin, Navigator

Pictured: Navigators alongside Project CHAMPS at Lubbock PRIDE event



Professional Association of Social Workers in HIV/AIDS Care National Conference



#RockTheRibbon



Amanda Olivo, Eligibility Specialist, promotes CHAMPS' services at Lubbock PRIDE's Trunk-or-Treat October 2022.



Watch this short video from the Centers for Disease Control on Living with HIV.



World AIDS Day December 1st

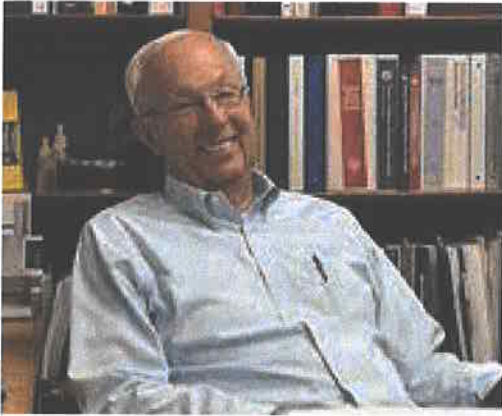
@projectchamps\_lbk  
@ProjectCHAMPSLBK

@projectchamps\_ep  
@ProjectCHAMPSEP



Project CHAMPS est. 2008

# In Memoriam



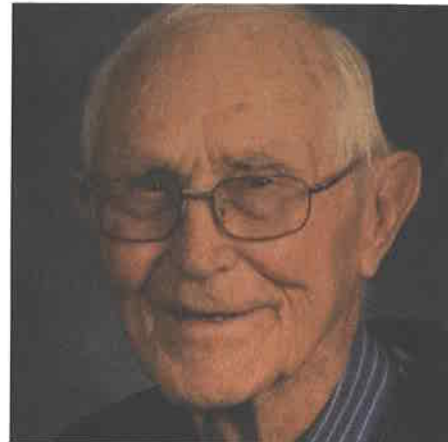
Judge Jim Barron  
SPCAA Board Member



Mrs. Carrie Altman  
Head Start Director



Mr. Jason Sanchez  
SPCAA Board Member



Mr. Joe Hargrove  
SPCAA Board Member

Photos not available: Ruth Arellano - WIC, Victoria Rojas, Head Start, Rod Torres, Workforce, Denise Westmorland, Head Start, Isabel Ybarra, Home Health

Though you are no longer with us, you will never be forgotten. May your memory be forever held in the pages and hearts of those who read this book.



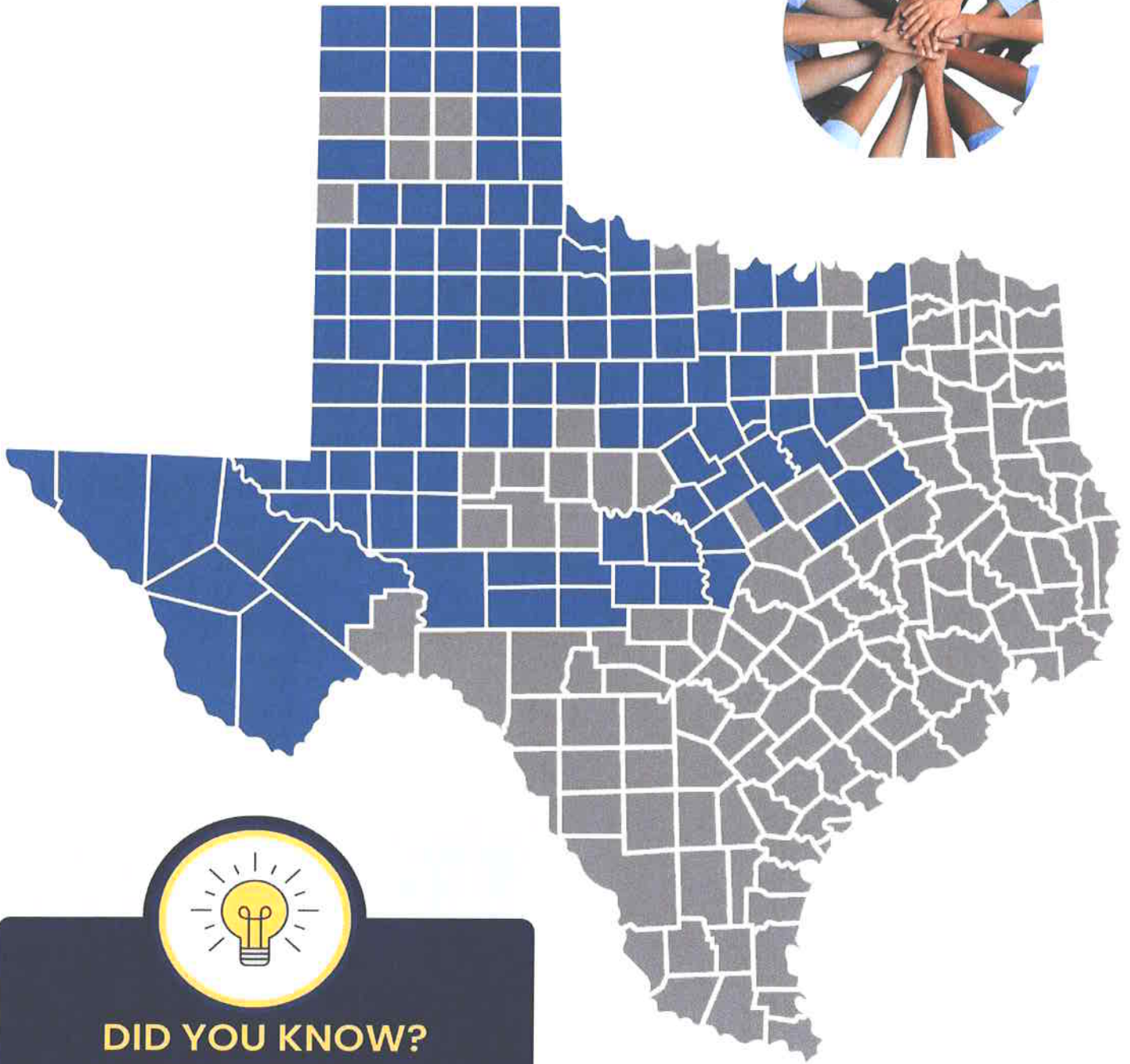
# UNITS OF SERVICE

COUNTY	COMMUNITY SERVICE	CHILD CARE SERVICES	HEAD START	HEALTH SERVICES	SPARTAN TRANSPORTATION	WORKFORCE	TOTAL
ANDREWS	0	0	0	4,597	0	0	4,597
BAILEY	879	10	62	180	2,178	5,956	9,265
BREWSTER	0	0	0	1,188	0	0	1,188
COCHRAN	494	3	29	1,683	306	3	2,518
CROCKETT	0	0	0	384	0	0	384
CROSBY	797	37	14	328	959	0	2,135
CULBERSON	0	0	0	672	0	0	672
DAWSON	0	0	0	4,908	0	0	4,908
DEAFSMITH	0	0	0	1	0	0	1
DICKENS	145	4	0	349	233	0	731
ECTOR	0	0	0	40,717	0	0	40,717
EL PASO	0	0	0	379	0	0	379
FLOYD	993	8	44	7	1,290	9	2,351
GAINES	0	1	0	7,418	0	0	7,419
GARZA	679	6,629	30	1,988	1,637	7	10,970
HALE	1,919	23,506	134	30	32,355	21,206	79,150
HOCKLEY	3,214	34,400	246	7,422	20,913	17,038	83,233
HOWARD	0	0	0	4,740	0	0	4,740
KING	3	0	0	0	0	0	3
KIMBLE	0	0	0	312	0	0	312
LAMB	1,737	53,297	96	492	7,803	38	63,463
LUBBOCK	0	629,159	596	92,871	23,086	98,458	844,170
LYNN	1,154	36	13	1,357	1,442	3	4,005
MARTIN	0	0	0	578	0	0	578
McCULLOCH	0	0	0	1,776	0	0	1,776
MIDLAND	0	41,097	233	28,850	0	0	70,180
MITCHELL	0	0	0	1,044	1,774	0	2,818
MOTLEY	116	0	0	0	28	0	144
PECOS	0	0	0	3,444	0	0	3,444
PRESIDIO	0	0	0	4,164	0	0	4,164
REAGAN	0	0	0	720	0	0	720
REEVES	0	0	0	3,132	0	0	3,132
SCHLEICHER	0	0	0	408	0	0	408
SCURRY	0	0	0	3,505	6,503	0	10,008
SUTTON	0	0	0	492	0	0	492
TERRY	1,960	3,797	166	6,828	7,365	12,604	32,720
UPTON	0	0	0	1,080	0	0	1,080
WARD	0	0	0	1,656	0	0	1,656
WINKLER	0	0	0	1,044	0	0	1,044
YOAKUM	791	6,652	17	2,716	1,341	1	11,518
OTHER COUNTY	0	0	0	349,419	0	0	349,419
OTHER SERVICES	31,696	692	0	0	0	0	32,388
<b>TOTAL</b>	<b>46,577</b>	<b>799,328</b>	<b>1,680</b>	<b>582,879</b>	<b>109,213</b>	<b>155,323</b>	<b>1,695,000</b>





# SERVICE MAP



## **DID YOU KNOW?** **THE SPCAA SERVICE AREA**

- Includes 114 Counties (13 counties shy of being half of Texas)
- Texas has 254 Counties
- Our Service Area Covers 129,139 sq. miles
- Only 4 states: Alaska, Texas, California, and Montana-- are larger than our service area.