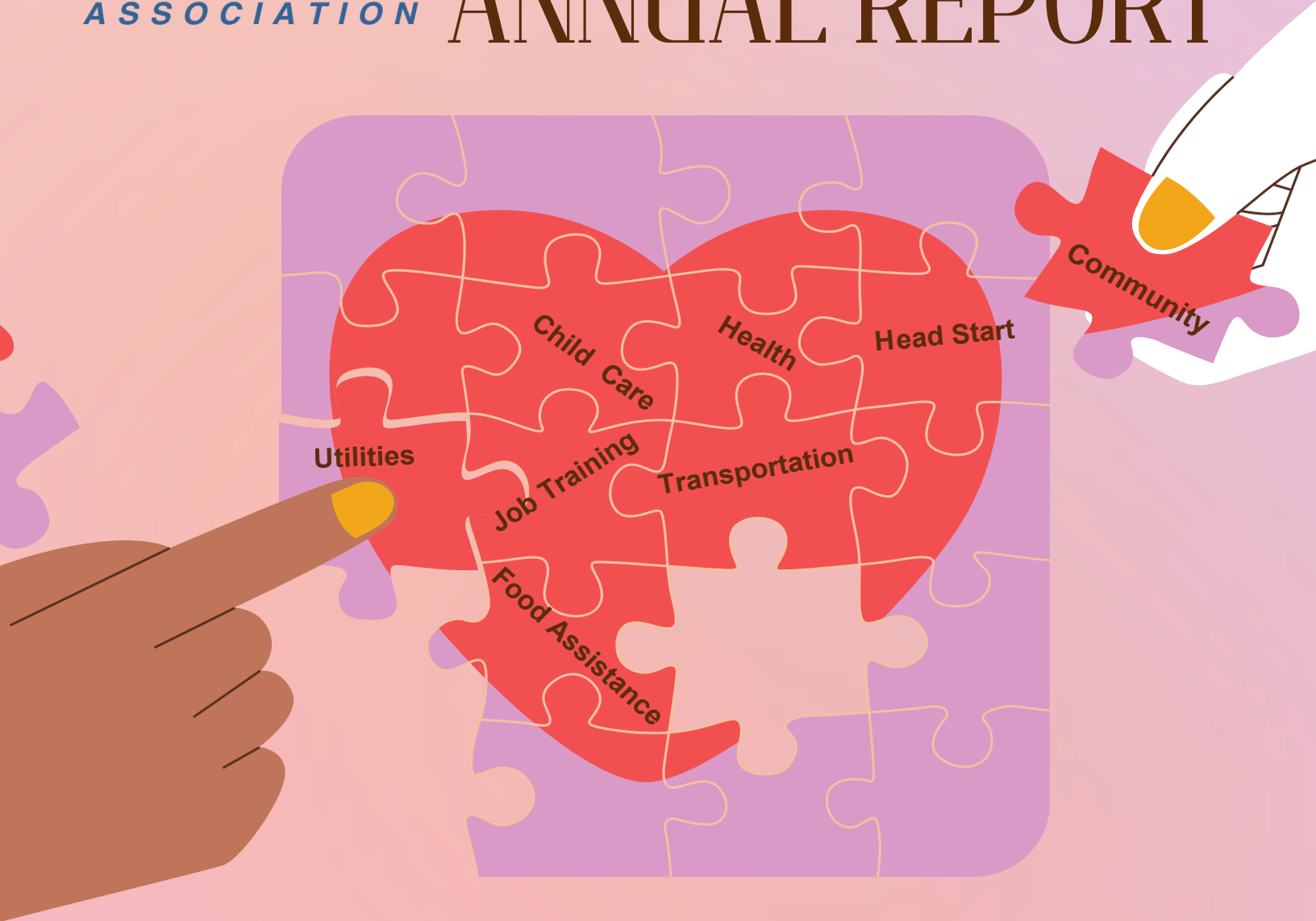




2025

# ANNUAL REPORT



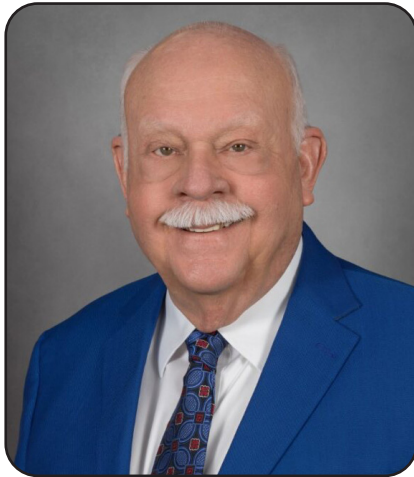
Different hands,  
one *heart*

# TABLE OF CONTENTS

<b>3</b>	<b>Executive Director’s Letter</b>
<b>4</b>	<b>Senior Management Team</b>
<b>5</b>	<b>Board of Directors</b>
<b>6</b>	<b>Connecting The Pieces</b>
<b>7</b>	<b>Human Resources</b>
<b>8</b>	<b>Accounting, Corporate Safety Data &amp; Senior Companion Program</b>
<b>9</b>	<b>Child Care, Child &amp; Adult Care Food Program</b>
<b>10-11</b>	<b>Community Services</b>
<b>12</b>	<b>Head Start and Early Head Start Program</b>
<b>13</b>	<b>2025 Backpack Event</b>
<b>14-15</b>	<b>Project Champs</b>
<b>16-18</b>	<b>WIC, Spartan and Workforce</b>
<b>19-30</b>	<b>Success Stories</b>
<b>31</b>	<b>Service Units</b>

# EXECUTIVE DIRECTOR'S LETTER

---



**BILL POWELL**  
*EXECUTIVE DIRECTOR*

I again wish to recognize the vision of the Board of Directors. Over the past 60 plus years, this organization has grown, thrived and produced positive results for multiple individuals and families.

The Board has given staff latitude to pursue resources on behalf of the eligible population. In that extent, we have grown substantially, both monetarily and in experience.

With the experience gained and the resources at hand, I envision this agency to continue to grow and prosper. With the Board and staff, I would expect nothing less.

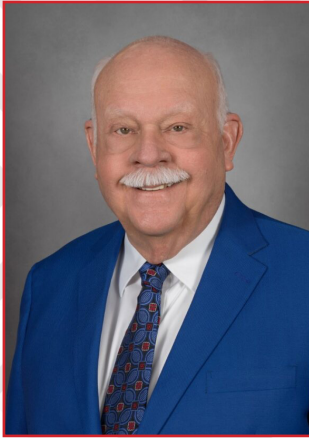
Thanks to the Board for the opportunities provided for staff as well as opportunities for the clients of the South Plains of Texas.

Sincerely,

A handwritten signature in blue ink, appearing to read "Bill Powell", written in a cursive style.

Bill Powell  
Executive Director

# SENIOR MANAGEMENT



**WILLIAM D. POWELL, JR**  
EXECUTIVE DIRECTOR  
YEARS WITH AGENCY: 51



**ADOLFO PEREZ**  
EXECUTIVE ASSISTANT  
YEARS WITH AGENCY: 38



**ANDY B. CATES**  
HUMAN RESOURCES DIRECTOR  
YEARS WITH AGENCY: 18



**WHITNEY QUICK, CPA**  
CHIEF FINANCE OFFICER  
YEARS WITH AGENCY: 22



**ROGER CARDENAS**  
DEPUTY DIRECTOR  
HEALTH SERVICES DIRECTOR  
YEARS WITH AGENCY: 27



**MELINDA HARVEY**  
PLANNER / GRANT WRITER  
YEARS WITH AGENCY: 17



**SAMANTHA MENDOZA**  
COMMUNICATIONS  
DIRECTOR  
YEARS WITH AGENCY: 3



**BRIAN BAKER**  
TRANSPORTATION  
DIRECTOR  
YEARS WITH AGENCY: 23



**JORY STOCKARD**  
I.T. DIRECTOR  
YEARS WITH AGENCY: 8



**OLIVIA BARBOSA**  
HEAD START & EARLY  
HEAD START DIRECTOR  
YEARS WITH AGENCY: 24



**KEVIN WORD**  
CHILD CARE SERVICES  
DIRECTOR  
YEARS WITH AGENCY: 4



**DON HILL**  
WORKFORCE DIRECTOR  
YEARS WITH SPCAA: 9  
YEARS WITH TWC: 40  
RETIRED FROM TWC



**HENRY TARANGO**  
COMMUNITY SERVICES  
DIRECTOR  
YEARS WITH AGENCY: 28



**LARRY K. MARTIN**  
CORPORATE SAFETY &  
PROPERTY  
YEARS WITH AGENCY: 28

# BOARD OF DIRECTORS



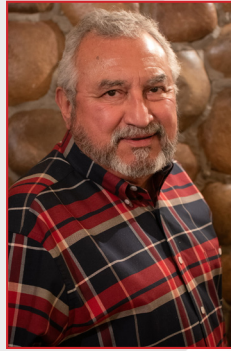
JUDGE  
MICHAEL YBARRA



RACHEL  
PILLAI



SARA  
HERNANDEZ



GEORGE  
GONZALES



VIOLA  
OLIVARES



RICKIE  
REDMAN



RONN  
GARCIA



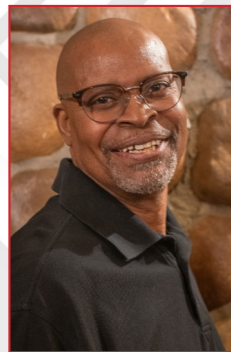
MARILYN  
JENNINGS



ROBERT  
HANNEMAN



ERASMO  
MAGALLANES



MAYOR  
W.H. JOHNSON



JUDGE  
TONY SERBANTEZ



JANIE  
SUBER



ALMA  
RODRIGUEZ



ASHLEY  
VELAZQUEZ



CHRISTY  
OLIVAN



JUDGE  
DUANE DANIEL



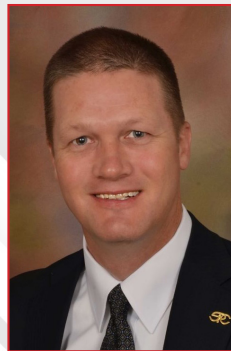
JUDGE  
RUSTY FORBES



JUDGE  
MARTY LUCKE



JUDGE  
PAT HENRY



Dr. ROBIN  
SATTERWHITE

**BOARD PRESIDENT**  
ERASMO MAGALLANES  
**BOARD 1<sup>ST</sup> VICE PRESIDENT**  
GEORGE GONZALES  
**BOARD 2<sup>ND</sup> VICE PRESIDENT**  
MAYOR W.H. JOHNSON  
**BOARD SECRETARY**  
VIOLA OLIVARES

# CONNECTING THE PIECES

The concept of “community action” emerged as part of the War on Poverty Program introduced through the Economic Opportunity Act of 1964. The goal of Community Action focused on helping individuals achieve self-sufficiency by providing necessary resources.

South Plains Community Action Association, Inc. (SPCAA), originally established in November 1965 as Hockley County Community Action Committee, Incorporated, was chartered as a non-profit organization based in Levelland, Texas. Over time, the agency gained recognition throughout its service communities. Its foundation rested on the principle of people helping people, encapsulated in its Mission Statement, “Helping People. Changing Lives.”

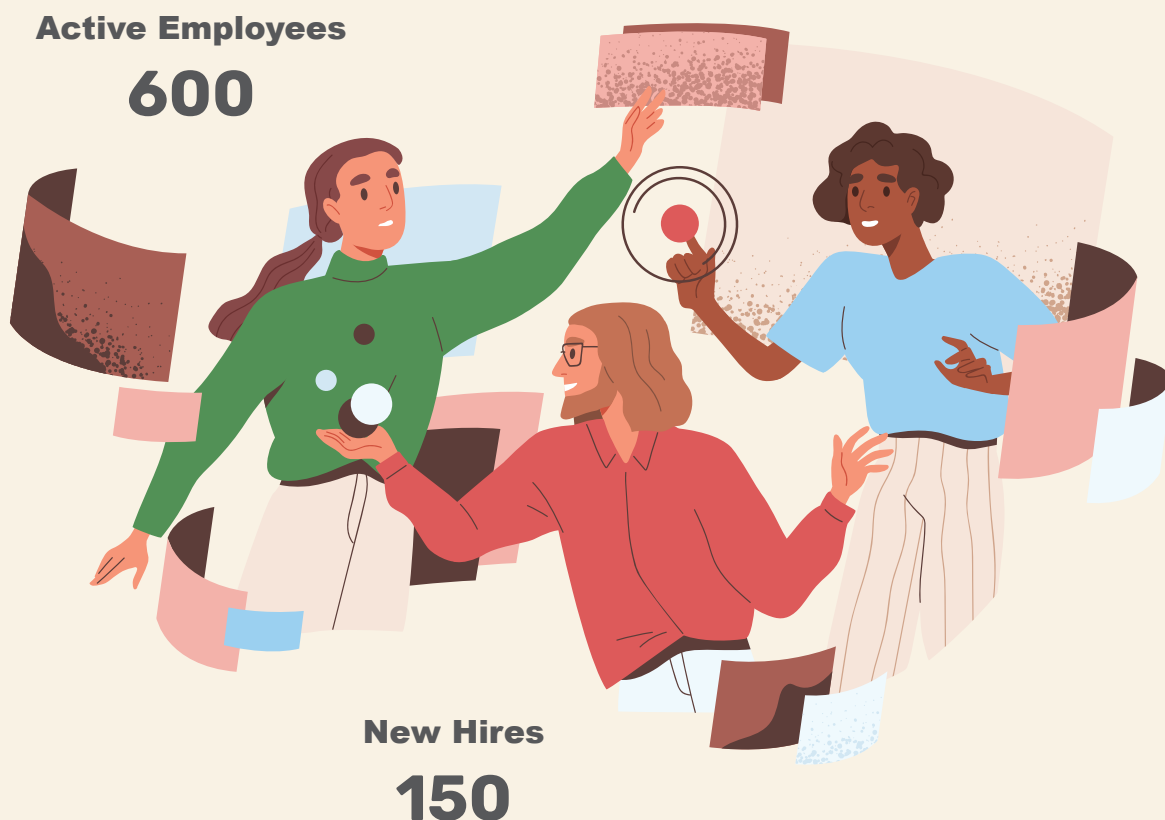
On July 1, 1970, the organization formally adopted the name South Plains Community Action Association, Incorporated. From its beginnings in Hockley County, SPCAA has remained committed to its mission and expanded its efforts to provide opportunities, resources, and new initiatives. These offerings aim to support families, children, the elderly, and individuals with unique challenges in progressing toward economic growth and self-sufficiency.

Currently, SPCAA continues to uphold its mission, which has guided its work for 62 years. The agency has experienced significant growth, evolving from a \$4 million organization to an impressive \$90 million operation that serves 114 counties. SPCAA’s programs are executed through funded service contracts and are delivered in selected communities based on the availability of these contracts.



## Human Resources

Human Resources takes pride in supporting a dedicated and diverse workforce of more than 600 employees. Staff live and work across more than 100 counties in Texas, which can present challenges in reaching all employees for daily operations and communication. To address these challenges, Human Resources continues to improve paperless and virtual workplace processes and has plans to further expand and enhance these systems in the coming year. Over the past year, the agency hired more than 150 new employees and conducted new employee orientations for each of them. In 2026, Human Resources plans to implement a virtual new employee orientation program, which will make the onboarding process more efficient, consistent, and flexible for staff across the service area. Human Resources will continue working with leadership to evaluate opportunities to improve employee compensation and benefits. The goal is to remain competitive in the labor market while supporting employee retention, recruitment, and overall staff well-being. Human Resources would also like to extend sincere appreciation to the agency's dedicated staff and valued community partners. Their continued commitment, collaboration, and support are essential to the success of the organization and the services provided to communities across the region.



## Accounting Data

Fiscal Department of 16 employees with over 275 combined years of service with SPCAA



Reported 719 Form W2s for 2025

Reported 246 Form 2099s for 2025

Managed over \$70 million in program budgets

## Corporate Safety & Property

NON-REPORTABLE INJURIES 10

REPORTABLE INJURIES 4

SAFETY/TRAINING CLASSES 17

AUTO ADDITIONS 6

INSURED AGENCY PROPERTY 159

INSURED VEHICLES 212

## SENIOR COMPANION PROGRAM

COMPANION  
VOLUNTEERS  
28

CLIENTS  
SERVED  
59

FIRST-TIME  
SERVICES  
14

REPEATED  
SERVICES  
8,928

HOURS  
SERVED  
33,407

STIPEND/  
ESTIMATED  
WAGE PAID  
127,493

**Child Care Services**



**CPS Children  
289**

**Children Served  
2,292**

**CCS Providers  
127**

**Texas  
Rising Star  
113**

**Child & Adult Care Food Program**



**Quality Improvement Program**



**PRIMARY HEALTH CARE**

**GARZA  
CLIENTS SERVED  
126**

**CROSBY  
CLIENTS SERVED  
13**

# COMMUNITY SERVICES

## COMMUNITY SERVICE BLOCK GRANT

First - Time  
Individual  
Assisted

3,723

Volunteer  
Hours by  
Individuals

33,244

ATMOS  
Energy  
Assistance

39

Volunteer  
Hours  
Board Members  
& Agency Staff

180 / 1,979

## (CEAP) COMPREHENSIVE ENERGY ASSISTANCE PROGRAM

Household  
Crisis  
(First-Time)

0

Utility  
Assistance  
(First-Time)

844

Household  
Crisis  
(Repeat)

5

Utility  
Assistance  
(Repeat)

1,440

## HOUSEHOLD SERVED WITH FUEL TYPES

Natural Gas



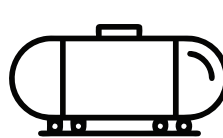
837

Electricity



1,389

Propane Gas



63

Other Gas



0

## (TOP) TRANSITION OUT OF POVERTY

Household  
Enrolled

108

Transitioned  
Self-Sufficient

37

## VOLUNTEER INCOME TAX ASSISTANCE (VITA)



Tax  
Preparations  
Completed

367

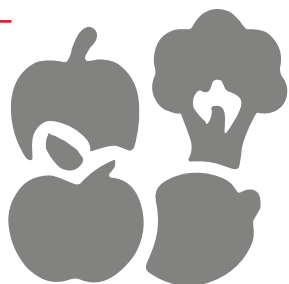
## SECTION 8 HOUSING CHOICE VOUCHER PROGRAM



Vouchers/  
Families Assisted  
**379**

## TERRY COUNTY FOOD BOX

Individual  
Feed  
**692**



Household  
Feed  
**267**

Volunteer Hours  
**472**

## (WAP) WEATHERIZATION ASSISTANCE PROGRAM

- Total Homes Weatherized: **134**
- **2** Homes received Wall/Floor Insulation
- **130** Homes received Attic Insulation
- **49** Homes assisted with replacement Heating Systems
- **49** Homes assisted with replacement Cooling Systems

## HOCKLEY COUNTY FOOD BOX

Households Registered **745**  
Individuals/Families Feed **1,959**  
Food Boxes Distributed **3,381**

## ATMOS BLITZ - HOUSEHOLD SERVED **983**

- Bailey **81**
- Crosby **66**
- Floyd **86**
- Garza **90**
- Hale **173**
- Hockley **179**
- Lamb **84**
- Lynn **98**
- Terry **126**

## SHARE THE WARMTH PROGRAM

- Bailey **36**
  - Crosby **18**
  - Floyd **31**
  - Garza **31**
  - Hale **28**
  - Hockley **37**
  - Lamb **30**
  - Lynn **69**
  - Terry **74**
- Assisted 3,381**



## 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 may 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.



*Little Hands*  
**BIG POTENTIAL**

# 2025 BACKPACK EVENT



**792** Backpacks were distributed to students in our community.

**45** Vendors participated, providing valuable resources and support for families.

**27** Volunteers helped pack backpacks ahead of the event, contributing a total of 77 volunteer hours.

**22** On the day of the event, 22 volunteers served during the event, contributing 100 volunteer hours.



# PROJECT CHAMPS LUBBOCK

## CLIENTS SERVED

# 340

## NEW CLIENTS

# 26

### AGE OF CLIENTS DURING REPORTING PERIOD

<b>AGES 13 TO 24</b>	<b>17</b>
<b>AGES 25 TO 44</b>	<b>171</b>
<b>AGES 45 TO 64</b>	<b>120</b>
<b>AGES 65+</b>	<b>32</b>

### GENDER OF CLIENTS SERVED

<b>FEMALE</b>	<b>66</b>
<b>MALE</b>	<b>259</b>
<b>TRANSGENDER FEMALE</b>	<b>4</b>
<b>TRANSGENDER UNSPECIFIED</b>	<b>1</b>
<b>UNKNOWN</b>	<b>10</b>

### RACE & ETHNICITY OF CLIENTS SERVED

<b>WHITE</b>	<b>260</b>
<b>BLACK/AFRICAN AMERICAN</b>	<b>67</b>
<b>ASIAN</b>	<b>3</b>
<b>NATIVE HAWAIIAN OR PACIFIC ISLANDER</b>	<b>2</b>
<b>AMERICAN INDIAN OR ALASKAN NATIVE</b>	<b>3</b>
<b>MULTI-RACIAL</b>	<b>5</b>
<b>HISPANIC</b>	<b>178</b>
<b>NON-HISPANIC</b>	<b>162</b>

### LIVING SITUATION OF CLIENTS SERVED

<b>UNSTABLE HOUSING</b>	<b>11</b>
<b>TEMPORARY HOUSING</b>	<b>11</b>
<b>STABLE/PERMANENT HOUSING</b>	<b>318</b>



	UNDUPLICATED CLIENTS	UNITS OF SERVICE		UNDUPLICATED CLIENTS	UNITS OF SERVICE
<b>PERMANENT HOUSING PLACEMENT</b>	<b>1</b>	<b>1</b>	<b>MEDICAL CASE MANAGEMENT</b>	<b>100</b>	<b>711</b>
<b>TENANT-BASED RENTAL ASSISTANCE</b>	<b>25</b>	<b>226</b>	<b>MENTAL HEALTH SERVICES</b>	<b>11</b>	<b>26</b>
<b>HOUSING CASE MANAGEMENT, CLIENT ADVOCACY, ACCESS TO BENEFITS/SERVICES</b>	<b>26</b>	<b>544</b>	<b>OUTPATIENT/AMBULATORY MEDICAL CARE</b>	<b>243</b>	<b>1,260</b>
<b>CASE MANAGEMENT (NON-MEDICAL)</b>	<b>67</b>	<b>421</b>	<b>MEDICAL TRANSPORTATION ASSISTANCE</b>	<b>1</b>	<b>1</b>
<b>HEALTH INSURANCE PREMIUM &amp; COST SHARING ASSISTANCE</b>	<b>5</b>	<b>21</b>	<b>REFERRAL FOR HEALTH CARE/SUPPORTIVE SERVICES</b>	<b>279</b>	<b>1,255</b>

**CLIENTS SERVED**

**398**

**NEW CLIENTS**

**43**

**AGE OF CLIENTS DURING REPORTING PERIOD**

<b>AGES 13 TO 24</b>	<b>11</b>
<b>AGES 25 TO 44</b>	<b>231</b>
<b>AGES 45 TO 64</b>	<b>130</b>
<b>AGES 65+</b>	<b>26</b>

**GENDER OF CLIENTS SERVED**

<b>FEMALE</b>	<b>46</b>
<b>MALE</b>	<b>337</b>
<b>TRANSGENDER FEMALE</b>	<b>3</b>
<b>TRANSGENDER UNSPECIFIED</b>	<b>2</b>
<b>GENDERQUEER</b>	<b>1</b>
<b>UNKNOWN</b>	<b>9</b>

**RACE & ETHNICITY OF CLIENTS SERVED**

<b>WHITE</b>	<b>370</b>
<b>BLACK/AFRICAN AMERICAN</b>	<b>22</b>
<b>ASIAN</b>	<b>1</b>
<b>AMERICAN INDIAN OR ALASKAN NATIVE</b>	<b>4</b>
<b>MULTI-RACIAL</b>	<b>1</b>
<b>HISPANIC</b>	<b>360</b>
<b>NON-HISPANIC</b>	<b>38</b>

**LIVING SITUATION OF CLIENTS SERVED**

<b>UNSTABLE HOUSING</b>	<b>6</b>
<b>TEMPORARY HOUSING</b>	<b>11</b>
<b>STABLE/PERMANENT HOUSING</b>	<b>381</b>



	<b>UNDUPLICATED CLIENTS</b>	<b>UNITS OF SERVICE</b>		<b>UNDUPLICATED CLIENTS</b>	<b>UNITS OF SERVICE</b>
<b>TENANT-BASED RENTAL ASSISTANCE</b>	<b>30</b>	<b>351</b>	<b>MENTAL HEALTH SERVICES</b>	<b>18</b>	<b>178</b>
<b>HOUSING CASE MANAGEMENT, CLIENT ADVOCACY, ACCESS TO BENEFITS/SERVICES</b>	<b>31</b>	<b>434</b>	<b>OUTPATIENT/AMBULATORY MEDICAL CARE</b>	<b>368</b>	<b>4,752</b>
<b>CASE MANAGEMENT (NON-MEDICAL)</b>	<b>48</b>	<b>140</b>	<b>REFERRAL FOR HEALTH CARE/SUPPORTIVE SERVICES</b>	<b>281</b>	<b>4,302</b>
<b>HEALTH INSURANCE PREMIUM &amp; COST SHARING ASSISTANCE</b>	<b>1</b>	<b>12</b>			
<b>MEDICAL CASE MANAGEMENT</b>	<b>146</b>	<b>591</b>			



**CLIENTS SERVED**  
**687,634**

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



**ONE-WAY TRIPS - 120,723**

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 2025**

<b>JANUARY</b> 9,961	<b>FEBRUARY</b> 9,342	<b>MARCH</b> 8,691	<b>APRIL</b> 10,499
<b>MAY</b> 9,520	<b>JUNE</b> 8,594	<b>JULY</b> 9,211	<b>AUGUST</b> 9,845
<b>SEPTEMBER</b> 11,933	<b>OCTOBER</b> 13,011	<b>NOVEMBER</b> 10,000	<b>DECEMBER</b> 10,116

# WORKFORCE

**Total Program Customers Served 6,045**

WIOA ADULT **94**

NON CUSTODIAL PARENT **24**

WIOA DW **21**

SNAP E&T **252**

WIOA YOUTH **41**

RAPID RESPONSE **14**

CHOICES **270**

WAGNER PEYSER **5,329**



DISTINCT INDIVIDUALS RECEIVING SERVICES **12,612**

TOTAL EMPLOYERS SERVED **2,174**

TOTAL SERVICES PROVIDED TO INDIVIDUALS **115,314**

JOB ORDERS TAKEN **5,098**

JOB REFERRALS **36,293**

SERVICES PROVIDED TO EMPLOYERS **20,302**

## Floyd County - Back to School Event

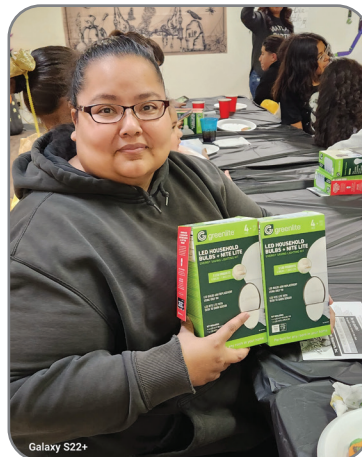


We were able to assist families in Floyd County with some basic school supplies such as backpacks, paper, scissors, glue, pencils, and pens, and more. Hot dogs and drinks were provided, courtesy of Serrato Sisters.



## Floydada Community Lightbulbs

The Serrato Sisters have partnered with South Plains Community Action, and I was able to do Community outreach to hand out boxes of energy saving lightbulbs to the customers that came through their place.



## Floyd County Case Management

Gilbert Gonzales is on case management who is working towards transitioning out of poverty. Gilbert has been working to better his home and able to maintain employment, by doing so, SPCAA has been able to assist with CSBG gift cards, rent and CSBG utility assistance. Thank you!



## SUCCESS STORIES

---

When my children and I were first accepted into the Head Start program, I was not simply struggling. I was at what felt like the very bottom of my life. I often describe it as being in the basement of rock bottom. I was overwhelmed, uncertain of my future, and doing everything in my power just to survive for the sake of my children. At that time, stability felt distant, and hope felt fragile.

Head Start became far more than an educational program for my one and two-year-old children. It became our village.

From the very beginning, the staff welcomed my children with genuine care and compassion, and they welcomed me without judgment. During some of the most vulnerable moments of my life, this program stood beside me, offering encouragement, consistency, and understanding when I needed it most. They saw not just a struggling mother, but a mother with potential. Someone worth supporting, investing in, and believing in.

Because of the stability and support Head Start provided for my children, I was able to begin rebuilding my life in ways I once thought were impossible. While enrolled in this program, I persevered through a college program to obtain my degree in Allied Health and Sciences, where I earned placement on both the Dean's List and the Chancellor's List. At the same time, I attended a separate trade school to obtain my Certified Nursing Assistant (CNA) certification. Managing two different schools simultaneously was extremely challenging, but I succeeded. Today, I am working a full-time job while completing my college degree, to then allow me the stepping stone for my next step, which is nursing school.

These accomplishments did not happen in isolation. They were made possible because my children were in a safe, nurturing, and reliable environment that allowed me the space, stability, and confidence to focus on my education and professional growth. Head Start allowed me to fully pursue my potential while knowing my children were genuinely cared for.

Throughout significant family hardships and deeply personal challenges, the Head Start staff remained a consistent source of encouragement. They reminded me to keep going when I doubted myself. They supported my children with a level of care that extends far beyond what one might expect from an outside entity. The staff has walked alongside me through my son's entire first year of life, sharing in and celebrating many of his milestones. They have also been an integral part of my two-year-old daughter's growth, watching her bloom and thrive in ways that have been both beautiful and deeply healing for me as a mother.

My children do not have a large family support system, yet through this program, they have been surrounded by adults who love, protect, and advocate for them wholeheartedly. As a mother who has experienced profound hardship, learning to trust again has not come easily. Head Start helped me heal by showing me day after day that my children are truly loved, safe, and supported. That sense of security has been transformative, not only for my children but for me.

This chapter of our lives has required me to adapt in ways I never anticipated. I have been forced to become resilient, resourceful, and strong. Not because I wanted to be, but because my children needed me to be. Head Start did not remove the hardships we faced, however it gave us the tools, stability, and emotional support needed to overcome them. It gave my children a strong foundation during their most formative years, and it allowed me to transform adversity into achievement.

There is no measurable way to fully express the depth of my gratitude. The impact of this program reaches far beyond early childhood education. It changes lives and it certainly changed mine. Head Start played a major role in picking me up, dusting me off, and allowing me to move forward when I was at my lowest. It empowered me to fulfill the potential that others saw in me before I could see it in myself.

Because of this program, a struggling mother became a student, a graduate, a healthcare professional in training, and a more confident and capable parent. Because of this program, my children are thriving in an environment rooted in safety, love, and encouragement.

In essence, I am profoundly thankful for the Head Start program and for every individual who contributes to its mission. You did not just help my family through a difficult season but you helped set us on a path toward a brighter, more stable future. For that, I will always be grateful.

With sincere appreciation,  
Catrina Sifuentes



**SUCCESS STORIES**

On January 30th, we had Raul come by our office needing assistance with his utility bills. We explained to Raul (the client) all the programs we have and which ones we would be placing them on. We placed Raul on our CEAP UA and paid a lump sum on both the electric and gas bills. We then introduced our TOP Program to Raul and explained to him what this program can do for them, especially in their situation. We informed him this would be time consuming, and we would be contacting them very often to get the information we will be needing monthly. Raul agreed to be placed on our TOP Program and had him sign all forms. Raul has been fighting his SSI for almost 2 years, and it is still pending. We referred him to Jeanne Morales attorney to see if they might could speed up the process. Jacob was the only one working part time at designer store for a very few hours and taking classes at WT A&M University in Canyon and taking online classes as well.

We helped the clients with food boxes from Salvation Army and gift cards for Jacob to use for gas traveling back and forth to Canyon. Then Ashley started working and had just turned 18, so we started to include her income. After Ashley graduated and worked more hours in June, the client's income went from 57 % to 85.35%. In July, Raul got his first check from SSI. Jacob and Ashley were still working taking them from 85.35% of poverty, to 173.16% of poverty. My clients transitioned out of poverty in July. Ashley only worked two weeks in August getting ready to also attend WT A&M University. Then Jacob gets a better job with benefits working at Watson Jr High as a science teacher with more income to help Ashley with college. Now their income increased from 173.16% to 249.07% of poverty still doing good. We kept helping clients as needed and giving Jacob gifts cards as an incentive for maintaining a job for 60 days. As of September, Ashley is attending college full-time, Jacob is still working, and Raul still getting his SSI. Their income dropped since Ashley is no longer working and went from 249.07% to 183.68% of poverty, still above 125% of poverty. In

October, Jacob was given another initiative for holding his job a little over 90 days. Jacob stated he will be getting his bachelor's degree this summer. During his spring break from school, his goal is to teach at Muleshoe High School as a Science Teacher. With all the supported services and agencies that help, 1st Baptist Ministerial Alliance, Salvation Army, our CEAP Program, CSBG Program and other Agencies help, Family's Goals came true.



## SUCCESS STORIES

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In April 2025, Mr. Bill Powell received a call from Mary Siders with the Chamber of Commerce regarding a special project involving a home that was in desperate need of attention. At first glance, no one could believe someone was living there. After further investigation, even tearing the home down was considered. But we soon learned that an 81-year-old widow was living there alone. She had been surviving without running water, with boarded-up broken windows, a leaky roof, and unsafe conditions throughout her home. Needless to say, this is where the special project began. South Plains Community Action partnered with our community and many local businesses to transform this house into a beautiful, safe place to call home. Although many challenges arose along the way, our community stepped up and tackled each one head-on. The project began with decluttering the home after years of accumulated items piled from wall to wall and floor to floor. From there, countless improvements were made, including painting, installing new windows and doors, replacing the water heater, installing an entirely new plumbing system, and putting on a brand-new roof all accomplished with an incredible amount of labor and love.

Thank you to everyone who donated their time, effort, materials, and resources but most of all, for giving a piece of your heart. Because of you, this home is no longer a place of struggle, but a place of safety, dignity, and hope. Because of all of you this was a SUCCESS!

So many businesses and individuals contributed to making this project great, and we would like to recognize them, beginning with:

South Plains Community Action

Chamber of Commerce

Breakfast Rotary Club

City of Levelland and Mayor Breann Buxkemper

Massey Roofing & Jeremiah Gavina

Integra Plumbing & Cheto Ochoa

St. Michaels Church & The Knights of Columbus

LISD LOC the Levelland Opportunity Center & Dilia Garza

Higginbotham & Tina

ROQ Construction & Raul Quintana

APS & Becky Acevedo

L&L Construction & Roger Lindsay

Love Levelland

Adam Valderas, Chris Ramirez, Ricky Gonzalez, Ken Miller, David Fuentes, Victor Segura, Santos Ledesma, Richard DeLaCruz, Gregory Ramirez, George Lopez, Jimmy Stratton, and Stephen John.



# SUCCESS STORIES



### **Mitchell Duncan**

*WIOA Adult- training 04/07/2025- 05/02/2025*

*Hired 06/02/2025 Werner Enterprise*

My name is Mitchell Duncan. I had been unemployed for a couple of years and was living off my SSI check. I was not able to maintain my living expenses. With only a high school diploma and because of my age, I knew I needed to be retrained. I applied with the Workforce WIOA program, and I was approved to receive training assistance. I completed the training program and obtained my Class A license. I was hired by Werner Enterprise and started my new career as a driver. I want to thank Workforce Solutions for all the support provided to me.

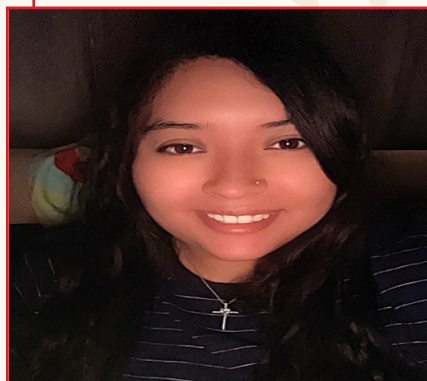
### **Virginia Cambiano**

*WIT ID 161879104*

*CLD Truck Driving Training 03/08/2025- 05/18/2025*

*Hired with Martin Ag Transport 7/21/2025*

Hello, my name is Virginia Cambiano. I attended a WIOA information session at the Lubbock Workforce Center. WIOA provided weekly fuel assistance and paid for the full tuition for me to attend South Plains College Truck Driving program. After my training, I was hired as a truck driver with Martin Ag of Texas. I cannot say enough about Workforce staff who blessed me so much during the process! Anyone who is looking for a fresh start should give Workforce Solutions a chance to help them!



### **WIOA Youth Program**

**Kimberly Rios**

State ID-70993378

Kimberly came into the WIOA Youth Program on February 2025, as an Out-of-School Youth (OSY). Kimberly graduated high school in May 2018. Kimberly was referred to WIOA Youth Program by Beverly Collins, Center Director at Floyd Co. Day Care Inc. Kimberly has achieved her full-time career pathway in the daycare field as a classroom teacher where she continues to learn the various skills and knowledge needed to work in the daycare field.

**Family Composition****Timothy Allen 40 y/o Head of Household****Jackie Allen 37 y/o Spouse****Chloe Ellis 11 y/o daughter****Elisabeth Ellis 10 y/o daughter****Family Situation:**

I met Jackie at the Brownfield Village Apartments; she is the apartment manager there. I was going over to her office for several months taking weatherization applications, while I was there, we would visit about the different programs we had at South Plains Community Action. I received a phone call from Jackie asking where her household could get rental assistance because her husband wasn't working at the time and they had received an eviction notice. Jackie also remembered that I had told her about our Case Management Program and was wondering if her household could apply. Jackie let me know she needed assistance because her husband was working on his CDL License and she was the only one working. I scheduled an appointment, and Jackie and Timothy came in and filled out the necessary paperwork. I referred the household to our CSBG Direct Client Assistance Program to get help with the rent. Timothy was scheduled to go to Dallas to finish up his training for his CDL License and was concerned because he had to drive there for his classes and his truck tires weren't very dependable and didn't have the means to purchase new tires and since he wasn't working at the time he didn't know if he would have the fuel money to get there and back home. I sent in another CSBG Direct Client Assistance Referral and requested to see if we were able to help him purchase new tires and a gift card to help with his fuel cost. We were able to help him with new tires and fuel, so he drove to Dallas and finished his training and now he has a CDL License. While on case management, we also help the household with utility assistance and gift cards for groceries. Timothy has been employed for over 90 days full-time with benefits and household has transitioned out of poverty. When they first were enrolled in the case management program, they were at 121.03% of the poverty level and now they are currently at 322.3% of the poverty level.



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**Hale County**

May God bless SPCAA and my caseworker for having helped my situation with the gas line installation. I appreciate your program and I am blessed beyond measure in having a warm place to live in...finally!

I had been living in my home for almost two years, and most definitely two winters and it has not been easy. It finally dawned on me to ask Christina at SPCAA if there was anything SPCAA could do about my situation. She started the process and because my home used to have gas lines going through other people's property, it was an even longer process because the plumbers had to see how they were going to get city permits for this.

We got estimates to see about getting the gas lines installed and one of the plumbers suggested that we ask Atmos if they would move the gas lines so that we did not have to go through the other property lines. Atmos Energy agreed to move the lines for me, but they were going to make sure the plumbers did their first part, which was to install my gas lines.

Once the plumber began the process, they were kind enough to let me use an electric heater while they completed the job. Another step was completed!

Atmos Energy came around with the main line right in front of my home, no more crossing into other people's property, I would have my gas lines right in front of my home.

Things were ending, and I would soon have my needs met with Atmos Energy coming right into my home.

I want to thank everyone that took part in the installation of my natural gas service. SPCAA, Atmos Energy and Texas Prodigy Plumbing.

# SUCCESS STORIES

## Lynn County



### Case Worker: Junita Smith

As a Case Manager at SPCAA, I had the privilege of supporting Petra Vasquez during a period of sudden financial instability. After being laid off, Petra's savings were quickly exhausted as she struggled to keep up with bills. SPCAA intervened with job referrals, leading her to employment with Caprock Home Health. To sustain her during the gap of unemployment and starting her new job, we provided food, fuel, and utility assistance. Petra's determination and positive outlook were instrumental to her success. Beyond the crisis relief, we provided budgeting techniques that allowed her to rebuild her savings and begin improving her credit. Through her hard work and SPCAA's support, Petra successfully transitioned out of poverty and has reached financial stability.

## Terry County



### Gas Line Repair

In the beginning of November a couple that attends church where I go to approached me and asked me if I knew of any help for gas line repair here in Brownfield due to ATMOS company has been working on gas lines and they turn off gas to clients that have a gas leak at home or pipes are too old. At the Llamas family they found a gas leak, so gas was turned off. The couple depends on monthly Social Security checks. I told Mrs. Llamas to go to the SPCAA office see if they qualified to help them with the ATMOS donations, program to fix the gas leak. She came to the office where they qualified for assistance, and the gas line was repaired within the next few weeks. They were so happy we were able to help them. Till today they tell me thanks and thanks to everyone at SPCAA and ATMOS for helping them with gas line repair.



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## The ██████ Family Success Story

Family initially came into my office seeking CEAP assistance for herself and her children ██████ mentioned that her youngest son, ██████ had just graduated high school the previous May and was studying to get his learners' permit to obtain his CDL. I gave her information on our Case Management Program, and he was in my office that same afternoon.

He showed so much promise, not only because he was already taking the initiative and studying for his permit on his own, but because he spoke with such determination and already had a plan of action in place. He took the next few months to study for his permit. After a few months of studying, he decided to put his CDL on hold for a while. He knew that at his young age of only 18, that it would not be easy to get a job driving and the test proved a lot harder than he anticipated.

We worked on putting job applications in every place he could think of. His hard work and persistence certainly paid off. He was hired by a cement company on July 21, 2025. His starting pay was well above minimum wage, and the job offered the potential to obtain health benefits and overtime pay.

He planned to open a checking account and increase his savings, which he did within the first 2 weeks of obtaining employment. With the amount of income and overtime he was putting in, he was able to put down payment on his very first vehicle and drove home in that new truck in August. In just over 30 days he reached his goals and has been working hard ever since.

He was able to help mom and sisters get back on their feet and help financially around the house. Due to help from her son, mom was able to get her side business back off the ground. She started seeing old and new clients several times a week and got back to doing what she loves.

With the support from his mom, this family successfully completed the Case Management program with SPCAA and raised the family poverty level from 77.78% to an amazing 298.69%

Olga Reyna  
Service Specialist  
Motley, King, Crosby County

\*\* Disclaimer: Family does not want to have his pictures or certificates published on any social media sites or flyers, and therefore names and any distinguishing factors have been changed or marked out.

## TERRY COUNTY FOOD BOX – FIRST YEAR COMMUNITY IMPACT REPORT

We are proud to share that the first year of the Terry County Food Box has been an incredible success. What began as a simple mission to serve neighbors in need has grown into a powerful example of what our community can accomplish when we come together with compassion and generosity.

Throughout 2025, we served 267 households, representing 692 individuals, by providing consistent access to nutritious food. From May through December, we distributed an average of 119 food boxes each month, supporting approximately 311 individuals monthly. These numbers reflect not just statistics, but families, children, and seniors whose lives were made a little easier because of this program. Families may receive assistance once per month and can pick up their food box on any Friday that we are open, providing flexibility and accessibility.

This work would not be possible without the dedication of our volunteers and supporters. Over the past year, community members contributed an incredible 472 volunteer hours, along with countless financial donations, food contributions, and acts of kindness. Your time, generosity, and heart for service have made a direct and lasting impact.

We are deeply grateful to everyone who has supported the Terry County Food Box in any way. As we look ahead, we remain committed to continuing this mission and expanding our reach. We warmly welcome new volunteers at any time — whether you can serve for an hour or a day, every bit of help makes a difference.

Together, we are strengthening our community and ensuring that no neighbor faces food insecurity alone.

With gratitude,  
Terry County Food Box Team



# PANWEST TX NAVIGATOR CONSORTIUM PROGRAM



## Navigator Program Annual Highlights & Accomplishments for 2024-2025

### Total Quality Health Plan Enrollments:

SPCAA Navigator Program total: **397**

PanWest TX Navigator Program total: **537**

### Total Medicaid Referrals

SPCAA Navigator Program total: **1390**

PanWest TX Navigator Program total: **2099**

### Total Special Enrollments:

- \*Open Enrollment runs 11/01-01/15; all other enrollments outside of that time period each year are considered Special Enrollments.

SPCAA Navigator Program total: **69**

PanWest TX Navigator Program total: **199**

## MARCH 2025 – FEBRUARY 2026



REGION 17 SCHOOL NURSES RESOURCE FAIR - MARCH 2025



ABILENE SCHOOL RESOURCE FAIR APRIL 2025



KCBD HEALTHWISE RESOURCE FAIR MAY 2025



COMMUNITY PRIDE RESOURCE FAIR JUNE 2025



HOSPITAL EVENT RESOURCE FAIR JULY 2025



SAFETY CITY BACK TO SCHOOL RESOURCE FAIR AUGUST 2025



KCBD COMMUNITY RESOURCE FAIR  
SEPTEMBER 2025



HALLOWEEN TRUNK OR TREATS IN  
LUBBOCK- OCTOBER 2025



HIGHSCHOOL FOOTBALL NEWSPAPER  
AND MAGAZINE CAMPAIGNS

SPCAA NAVIGATOR PROGRAM

**NEED HEALTH INSURANCE?**

**OPEN ENROLLMENT EVENT**

About The Navigator Program

TIME: 10:00 A.M. – 4:00 P.M.  
DATE: NOVEMBER 22<sup>ND</sup>, 2025  
LOCATION: MAIN LIBRARY, AUDITORIUM  
303 CEDAR ST ABILENE, TX

CONTACT:  
SPCAA NAVIGATORS  
CONNIE CROLEWINGERS (800) 825-0386  
KARINA GÓMEZ (800) 445-6216  
OR TOLL FREE:  
SPCAA (833) 314-2375

OPEN ENROLLMENT AND SPECIAL  
ENROLLMENT FLYERS

Enrollment time,  
SPCAA can...  
- Trends & Friends at 5pm

facebook.com

OPEN ENROLLMENT PROMO  
INTERVIEWS

South Plains Community Action Association's Navigator Program  
Offers Free Guidance During Health Insurance Open Enrollment

EL EDITOR ARTICLE

College Gameday heading to Texas Tech

**WRECK 'EM TECH!**

NEED HEALTH INSURANCE?

**OPEN ENROLLMENT**  
NOVEMBER 1ST - JANUARY 15TH

MANIPULATE PLANS HAVE YOU  
- PREEXISTING MEDICAL CONDITIONS  
ARE COVERED 2025

SPCAA.ORG

FOR MORE INFORMATION CALL  
THE SPCAA NAVIGATOR  
PROGRAM:

NEED HEALTH INSURANCE?

**OPEN ENROLLMENT**  
NOVEMBER 1ST - JANUARY 15TH

MANIPULATE PLANS HAVE YOU  
- PREEXISTING MEDICAL CONDITIONS  
ARE COVERED 2025

SPCAA.ORG

FOR MORE INFORMATION CALL  
THE SPCAA NAVIGATOR  
PROGRAM:

NEWSPAPER ADVERTISEMENTS  
EXAMPLE



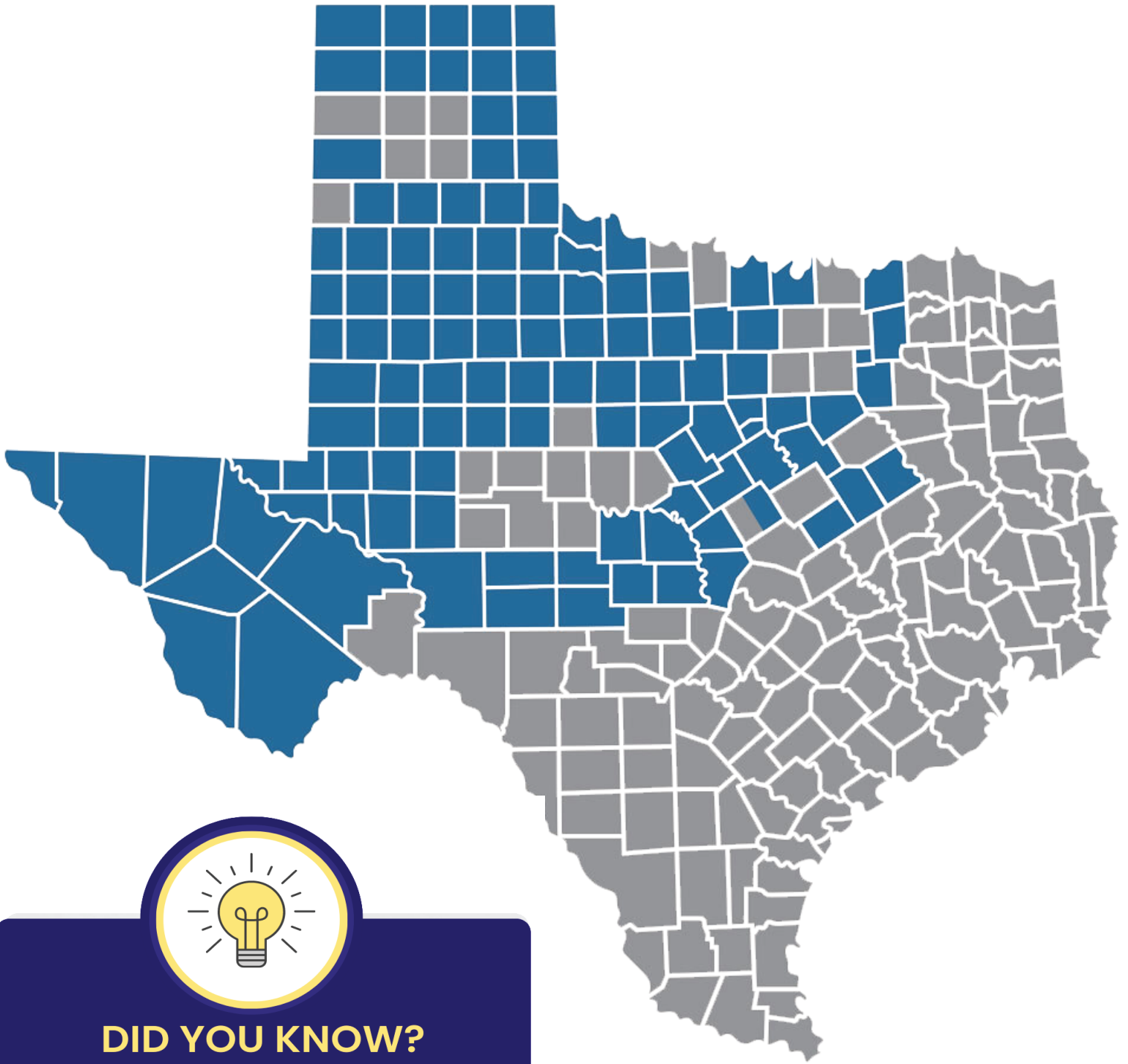
NAVIGATOR PROGRAM TEAM  
PHOTO



# COMMUNITY HEALTH IMPROVEMENT

COUNTY	COMMUNITY SERVICE	CHILD CARE SERVICES	HEAD START	HEALTH SERVICES	HOUSING / SECTION 8	SPARTAN TRANSPORTATION	WORKFORCE	TOTAL
ANDREWS	0	0	0	4,549	0	0	0	4,549
BAILEY	516	2	54	12	0	3,260	183	4,027
BREWSTER	0	0	0	1,728	0	0	0	1,728
COCHRAN	348	0	21	1,356	30	1,190	46	2,991
CROCKETT	0	0	0	720	0	0	0	720
CROSBY	453	0	11	16	0	2,134	42	2,656
CULBERSON	0	0	0	744	0	0	0	744
DAWSON	0	0	0	5,702	0	0	0	5,702
DEAFSMITH	0	0	0	1	0	0	0	1
DICKENS	92	0	0	480	3	302	3	880
ECTOR	0	0	0	51,926	0	0	0	51,926
EL PASO	0	0	0	398	0	0	0	398
FLOYD	524	2	42	4	0	2,520	112	3,204
GAINES	0	0	0	8,857	0	0	0	8,857
GARZA	359	8,618	38	1,112	0	2,034	27	12,188
HALE	1,375	19,520	116	20	0	82,126	1,037	104,194
HOCKLEY	1,205	43,931	245	7,464	18	40,820	404	94,087
HOWARD	0	0	0	5,904	0	0	0	5,904
KING	0	0	0	0	0	0	0	0
KIMBLE	0	0	0	708	0	0	0	708
LAMB	799	36,004	126	58	61	11,956	170	49,174
LUBBOCK	0	371,789	583	98,909	0	61,458	3,479	536,218
LYNN	685	1,697	18	674	0	1,470	13	4,557
MARTIN	0	0	0	720	0	0	0	720
McCULLOCH	0	0	0	2,652	0	0	0	2,652
MIDLAND	0	20,058	217	41,041	0	0	0	61,316
MITCHELL	0	0	0	804	0	3,438	0	4,242
MOTLEY	161	0	0	0	0	112	6	279
PECOS	0	0	0	3,504	0	0	0	3,504
PRESIDIO	0	0	0	4,608	0	0	0	4,608
REAGAN	0	0	0	768	0	0	0	768
REEVES	0	0	0	3,180	0	0	0	3,180
SCHLEICHER	0	0	0	372	0	0	0	372
SCURRY	0	0	0	4,333	0	15,350	0	19,683
SUTTON	0	0	0	564	0	0	0	564
TERRY	1,682	3,772	148	3,214	0	11,916	426	21,158
UPTON	0	0	0	744	0	0	0	744
WARD	0	0	0	2,112	0	0	0	2,112
WINKLER	0	0	0	1,500	0	0	0	1,500
YOAKUM	301	11,875	32	3,613	23	1,360	97	17,301
OTHER COUNTY	0	0	0	425,263	0	0	0	425,263
OTHER SERVICES	8,928	741	0	4,691	379	0	191,793	206,532
<b>TOTAL</b>	<b>17,428</b>	<b>518,009</b>	<b>1,651</b>	<b>695,025</b>	<b>514</b>	<b>241,446</b>	<b>197,838</b>	<b>1,671,911</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.