



SMILE

WAR ON

POVERTY



Annual Reports •

2015-2016 2016-2017

St. Martin • Iberia • Lafayette Community Action Agency

A Message from SMILE's Board President

Wars are fought on battlefields, where there are always casualties and collateral damages.

As a community action agency, SMILE has been fighting its *War on Poverty* on the battlefields of St. Martin, Iberia and Lafayette for nearly half a century.

Through the decades, the casualties have been many — our non-profit organization has witnessed thousands and thousands of families and individuals whose hopes and dreams have been silenced by the vicious cycle of poverty, which can expand generations.

Our battlefields also include those whose lives have been interrupted, and their worlds turned upside down because of a layoff, a natural disaster, a divorce, a medical emergency, or a crisis.

And that is why SMILE Community Action Agency is still fighting.

In 2018, we will celebrate 50 years on the battlefields of our tri-parish region. What we look forward to most on that occasion is reflecting on our successes — all the thousands and thousands of families and individuals whom we have made a difference in their lives.

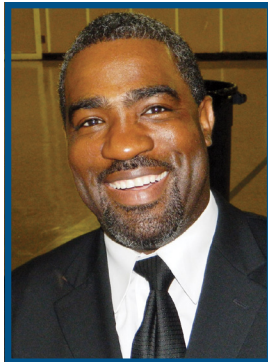
We are proud to serve as a support system — *Committed to the Community* — through our many programs and activities. As we prepare for our golden anniversary, we also look forward to all the more families and individuals that we will help along the way.

Helping People, Changing Lives
— That is what we do.

Sincerely,



Marlon Lewis
Board President



The Promise of Community Action

Community Action Changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

Mission Statement

SMILE Community Action Agency serves as a clearinghouse for community needs, with a focus on health, education, economic stability, and the betterment of all disadvantaged individuals, children and families that we encounter.

ADMINISTRATIVE TEAM*

Craig A. Mathews

Executive Administrative Consultant

Stephen Woods

Chief Financial Officer

Irma J. Bourgeois

Director of Field Operations

Ruth Foote

Director of Grants

Rita McCoy

Executive Administrative Assistant

Veronica Figaro Benoit

Nelda Joseph

Receptionists

PROGRAM STAFF*

Hilda Wiltz

Resource Program Developer

Paulma Johnson

Manager of St. Martin Parish
Community Action Center

Michael Sorrell

Manager of Iberia Parish
Community Action Center

Nia Vernon

Manager of Lafayette Parish
Community Action Center

Susannah Malbreaux

RSVP Project Director

Vanessa Williams

Health & Wellness Project Director

***An Equal Opportunity Employer/Program
Auxiliary Aids and Services are available upon
request to individuals with disabilities***

* Current Staff Members

About SMILE

The St. Martin, Iberia, Lafayette Community Action Agency, or SMILE (as it is widely known by its popular acronym), serves as the primary provider of social services in a tri-parish region. Chartered as a 501 (c)(3), tax-exempt corporation in 1968, the Agency is headquartered in Lafayette. This fiscal years – June 1, 2015 - May 31, 2016 and June 1, 2016 - May 31, 2017 – marked 48 and 49 years of service, respectively, by SMILE.

The Agency's motto, "*People Helping People*," stems from the Economic Opportunity Act's goal to uplift the nation's disadvantaged, and to assist them in obtaining self-sufficiency.

During this period, SMILE's programs included Head Start/Early Head Start, comprehensive housing counseling, emergency assistance, life skills, computer technology, family transitional shelters, utility and rent/mortgage assistance, prescription assistance, health and wellness, senior volunteers/expo, youth mentoring/tutoring, tax assistance, parenting education, job placement/referrals, and the distribution of clothing, food and hygiene products.

AGENCY MANAGEMENT

SMILE currently operates under the administration of Chief Executive Officer who oversees a managerial staff that includes the Interim Chief Financial Officer, Director of Field Operations, Director

of Human Resources, Director of Grants, Director of Communications, Resource Program Developer, and Health & Wellness Project Director. Most of these supervisors, in turn, have staff members who oversee their various departments.

In-service training is a vital part of the Agency's operations. The Agency also has an accounting system in place, and conducts an annual audit. It also practices non-discrimination.

SMILE is governed by an 18-member Board of Directors, representing a cross-section of the public, private and low-income sectors of St. Martin, Iberia and Lafayette Parishes. The volunteer Board serves as the legal entity of the organization.

NETWORKING WITH AGENCIES/ORGANIZATIONS

Collaboration has always been an integral part of the Agency. Not only does the Agency collaborate, but it has also been instrumental in the development of important programs in the region, including the Council on Aging and Meals-on-Wheels. SMILE has also assisted agencies in their start-up efforts, including 232-HELP. The Agency was also instrumental in the creation of ARCH (Acadiana Regional Coalition on Homelessness and Housing), and served as a founding member. The Agency also collaborates with the La. Workforce Commission.

History of SMILE

People Helping People is a noble phrase, one that almost assumes a spiritual connotation by an American public influenced by Judeo-Christian principles and practices. But without a concerted effort of vital resources and funding, the concept lacks the means to significantly change the lives of poor people. The federal government acknowledged this fact with the enactment of the Economic Opportunity Act in August 1964.

The Act provided for the establishment and funding of Community Action agencies and programs. Its purpose was to focus all available local, state, private and federal resources so that low-income individuals and families could attain the skills, knowledge, motivation and opportunities needed to become self-sufficient. Its primary mission was to make the entire community more responsive to the needs and interests of the poor.

Although the undertaking of such a mission was monumental, concerned local citizens were determined to set into place the mechanism to assist the area's poor. In 1965, a non-profit organization called *Acadiana Neuf* was founded to serve the needs of the poor; it was the forerunner of SMILE Community Action Agency. The consortium of nine parishes included St. Martin, Iberia and Lafayette, as well as Acadia, Avoyelles, Evangeline, Pointe Coupee, St. Landry and Vermilion.

While representatives struggled to define the organization, three of the parishes – Avoyelles, Evangeline and Pointe Coupee

– withdrew. The remaining six parishes persevered against odds and even achieved a measure of success. The organization selected Mr. Gordain Sibille as its first executive director, and was awarded an initial grant of slightly over \$40,000 to serve the needs of school dropouts through education, training and counseling. This was later followed by grants for Head Start, remedial reading and other projects that were consistent with the organization's mission.

In as much as the Economic Opportunity Act made provisions for the delegation of activities, Acadiana Neuf entered into contractual arrangements for many of its services. Organizations as the St. Martin Parish School Board, St. Landry Parish School Board and the Southern Consumer Education Foundation were engaged to administer pilot programs such as Head Start. Acadiana Neuf was also successful in securing funding for programs such as Medicare Alert, Neighborhood Referral Workers Program and Neighborhood Service Centers.

Even while achieving moderate success in these initial endeavors, the young organization still did not have the internal stability required to be truly effective. Instead, sectionalism and personality clashes eventually led to *Acadiana Neuf* being phased out in April 1967.

In its aftermath, individual parishes opted for autonomy, having become disillusioned by the consortium concept. Iberia Parish

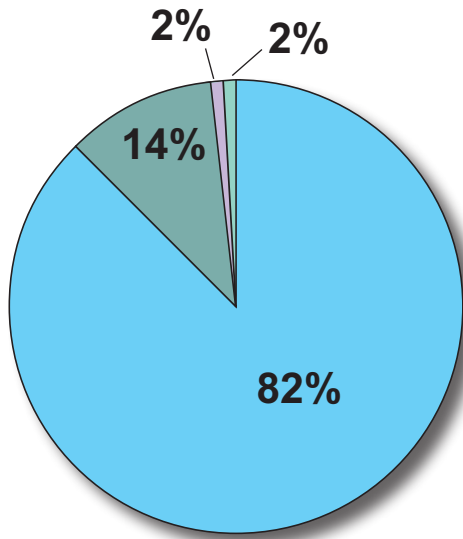
formed a single-parish agency; Lafayette attempted a limited agency for sponsoring Head Start, which had emerged as a highly effective vehicle for realizing social competency among mostly lower income families. While acknowledging that these single-parish organizations were serving a useful purpose, the general consensus was that they were much too limited in scope to truly serve the needs of the area.

Movement toward a multi-parish agency was started by such visionaries as the Rev. Stovall and State Sen. Edgar Mouton. The concept of a tri-parish agency – serving St. Martin, Iberia and Lafayette Parishes – was developed through the efforts of pioneers such as Dr. James Oliver, Mr. Dennis David and Mr. Carlton James, who were formerly associated with *Acadiana Neuf* as well as newcomers such as Mr. Charles Finley, Mr. L.L. Broussard, Mr. William Prade and Mrs. Jessie Taylor. These concerned citizens became the principal architects of what is now known as the St. Martin, Iberia, Lafayette Community Action Agency – SMILE.

As the Agency looks to the future, painstaking efforts are taken to ensure that SMILE remains true to its primary mission – serving the needs of the impoverished. The founding fathers would indeed be pleased to know that the torch has been passed without cessation or deviation these many years. While challenges are ahead, the concept of *People Helping People* remains the guiding force – interwoven in SMILE's history. 3

Financial Report

for the fiscal year ended May 31, 2016



Resources (Funds/Match) Received

- Federal Funding
- State Funding
- Local Funding
- Unrestricted Funding

Resources	Total	Percentage
Federal	\$16,953,968.00	82%
State	\$385,953.00	2%
Local	\$2,877,935.00	14%
Unrestricted	\$317,234.00	2%
TOTAL	\$20,535,090.00	100%

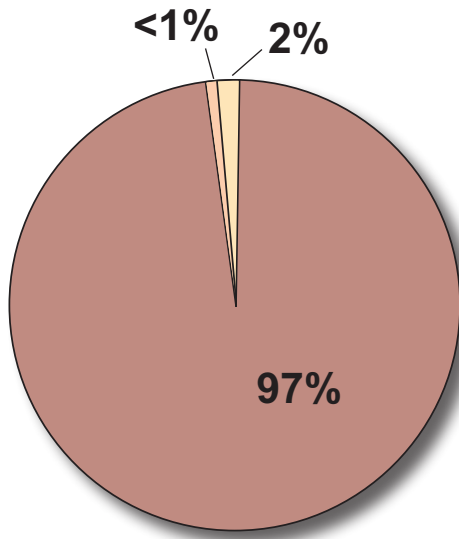
Resources Allocated by Major Units

- Early Childhood Development Programs (Head Start/Early Head Start/USDA).....\$15,671,629.00
- Low-Income Home Energy Assistance Program (LIHEAP).....\$2,918,515.00
- Transportation (Elderly, General, Rural).....\$385,953.00
- Community Services (Rent/Mortgage, Utilities, Shelters, Food, Medication).....\$1,504,988.00
- Elderly (Retired and Senior Volunteer Program–RSVP).....\$54,005.00

TOTAL.....\$20,535,090.00

Financial Report

for the fiscal year ended May 31, 2017



Resources (Funds/Match) Received

- Federal Funding**
- State Funding**
- Local Funding**
- Unrestricted Funding**

Resources	Total	Percentage
Federal	\$17,521,900.00	97%
State	\$470,698.00	2%
Local	\$0.00	N/A
Unrestricted	\$63,775.00	<1%
TOTAL	\$18,056,373.00	100%

Resources Allocated by Major Units

- Early Childhood Development Programs (Head Start/Early Head Start/USDA).....\$13,121,355.00
- Low-Income Home Energy Assistance Program (LIHEAP).....\$3,224,653.00
- Transportation (Elderly, General, Rural).....\$470,698.00
- Community Services (Rent/Mortgage, Utilities, Shelters, Food, Medication).....\$1,188,064.00
- Elderly (Retired and Senior Volunteer Program–RSVP).....\$51,603.00

TOTAL.....\$18,056,373.00

Services Provided 2015-2016

Service/Source	Households	Household Members Benefiting
CSBG Services	360	522
FEMA	22	45
LIHEAP – Non-Crisis	6,717	13,481
LIHEAP – Crisis	748	1,975
Toys for Tots	147	260
Food Pantry (St. Martin)	102	274
VITA Income Tax	717	2,151
United Way of Iberia – Medication	31	93
United Way of Iberia – Homelessness	58	232
ATMOS - Share the Warmth	110	198
Job Placement/Development	12	48
Job Referral	8	8
TOTAL	9,032	19,287

Transportation

Service Provided	Unduplicated Number Served	Services Provided
Transportation (NEMT)	13,733	15,905
Transportation (General)	2,115	4,230
TOTAL	15,848	20,135

Retired and Senior Volunteer Program (RSVP)

Number of Volunteers: 516	249 Volunteers Served	26,174.90 Hours Donated
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Housing

Service Provided	Households	Services
Shelter Residents	15	35
Homeless Prevention	32	96
Rapid Re-housing	23	69
Affordable Housing Program	180	180
Total	250	380

Services Provided 2016-2017

Service/Source	Households	Household Members Benefiting
CSBG Services	164	492
FEMA	89	201
LIHEAP – Non-Crisis	7,756	15,796
LIHEAP – Crisis	716	1,849
Toys for Tots	241	521
Food Distribution	935	2,805
United Way of Iberia – Medication	10	30
United Way of Iberia – Homelessness	71	213
ATMOS – Share the Warmth	222	463
Medicaid/SNAP Applications Online	89	267
Job Referral	19	24
TOTAL	10,312	22,661

Transportation

Service Provided	Unduplicated Number Served	Services Provided
Transportation (Medicaid)	19,048	19,048
Transportation (General)	1,322	1,322
TOTAL	20,370	20,370

Retired and Senior Volunteer Program (RSVP)

Number of Volunteers: 229	111 Volunteers Served	8,532 Hours Donated
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Housing

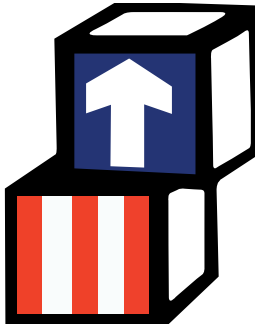
Service Provided	Households	Services
Comprehensive Housing Services <ul style="list-style-type: none"> • First Time Homebuyer • Pre-purchase/Homebuying • Home Maintenance and Finance Mgmt. • Reverse Mortgage • Resolving or Preventing Mortgage Default • One-on-One Counseling • Budgeting • Postpurchase Housing Counseling 	202	202
Total	202	202

Volunteer Income Tax Assistance (VITA)

Number of Tax Returns	689	\$777,779
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SMILE Programs 2015-2016 and 2016-2017

The following are brief summaries of SMILE Community Action Agency's programs, which cover the parishes of St. Martin, Iberia and Lafayette



HEAD START

Provides comprehensive child development and family support services to families with children, ages 3-5, to enhance children's physical, social, emotional and intellectual development. Supports parents' efforts to fulfill their parental roles and to achieve more self-sufficiency. Ten percent of enrollment is designated for children with disabling conditions. Also provides training and technical assistance,

including workshops and post-secondary education, to staff and parents to better prepare them to achieve program goals and objectives.

EARLY HEAD START

Provides comprehensive child development and family support services to families with children, under age three, and pregnant women in order to enhance children's physical, social, emotional and intellectual development. Supports parents' efforts to fulfill their parental roles and to achieve more self-sufficiency. Ten percent of enrollment is designated for children with disabling conditions. Provides training and technical assistance.

CHILD AND ADULT CARE FOOD PROGRAM (CACFP)

Provides funding for food service costs for the Head Start and Early Head Start Programs.

COMMUNITY SERVICES BLOCK GRANT PROGRAM (CSBG)

Provides support services for community-based programs and projects, including job readiness, emergency assistance, education, transportation, housing and health and wellness.

UNITED WAY OF ACADIANA CRISIS RESPONSE RELIEF GRANT

Provided emergency assistance and relief, including motel and hotel lodging, for families and individuals during the state's historic flood.

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

Provides utility assistance payments to home energy suppliers on behalf of eligible households, particularly the elderly, handicapped and families with young children.

GENERAL TRANSPORTATION

Provides transportation.

EMERGENCY FOOD AND SHELTER NATIONAL BOARD PROGRAM – FEMA

Provides emergency food and shelter, including assistance with rent or mortgage payments.

EMERGENCY ASSISTANCE PROGRAMS

Provides a one-time emergency assistance of food, clothes, shelter and/or prescriptions.

LOCAL GOVERNMENT SUPPORT PROGRAMS

Provides supplementary assistance/matching requirements.

COUNSELING AND REFERRALS

Provides alternative and additional services that may be available to clients. Also provides services to clients who have been referred by other social agencies.

HOMELESS ASSISTANCE PROGRAM

Provides social and maintenance assistance to transition homeless into independent living.

HUD COMPREHENSIVE HOUSING COUNSELING

Provides housing counseling assistance, including mortgage default, pre-purchase activities, consumer education, preoccupancy rental, rental delinquency, home ownership and relocation assistance.

RETIRED AND SENIOR VOLUNTEER PROGRAM (RSVP)

Provides retired and senior volunteers for community service.

5311 RURAL TRANSIT – TRANSPORTATION

Provides transportation, including operations and capital equipment, in Iberia Parish.

FOOD BANK/FOOD DISTRIBUTION

Also as a Second Harvest of Acadiana partner, SMILE distributes thousands of pounds of food items on the fourth Monday of each month to St. Martin Parish residents.

EMERGENCY SOLUTIONS GRANTS (ESG) PROGRAM

Provides transitional housing and/or support for homeless families, as well as families at risk of becoming homeless.

MEDICAID & LACHIP APPLICATION CENTERS

Accepts applications for persons wishing to enroll in the Medicaid Program and CHIP. Actual eligibility determinations made by the state.

HEALTH AND WELLNESS PROGRAM

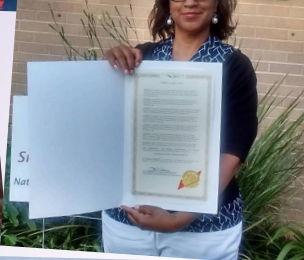
Provides health and fitness, including physical and mental.

TAX ASSISTANCE PROGRAM

Provides free electronic filing services for federal income tax.

EQUAL OPPORTUNITY SERVICES

Provides equal opportunity information and support for the public. Also assists the public in filing discrimination complaints with the Equal Employment Opportunity Commission and other federal entities.



SMILE

A Series on Poverty

In 2016, SMILE celebrated National Community Action Month by bringing awareness to poverty in the tri-parish community. The four-week celebration, "A Series on Poverty," looked at issues confronting disadvantaged populations.



SMILE Head Start/ Early Head Start Program Annual Report



*Our Children Are Royalty
They Are Our Future!*

Alexander Head Start Center

Breaux Bridge Early Head Start Center

George Washington Carver Head Start Center

Holy Family Head Start Center

Holy Rosary Head Start Center

Huron Head Start/Early Head Start Center

Jeanerette Head Start/Early Head Start Center

La. Avenue Early Head Start Center



Lafayette Early Head Start Center

New Iberia Head Start/Early Head Start Center

St. Christopher A Head Start Center

St. Christopher B Head Start Center

St. Joseph Head Start Center

St. Martinville Early Head Start Center

St. Martinville Head Start Center

Second Street Head Start/Early Head Start Center

SMILE Board of Directors*

Marlon Lewis, President
Iberia Parish, Public Sector

Mary Batiste, Vice-President
Lafayette Parish, Low-Income Sector

Vonda LeBlanc, Treasurer
St. Martin Parish, Public Sector

Geri Brown, Secretary
Iberia Parish, Private Sector

Lindsey Halley, Parliamentarian
Lafayette Parish, Public Sector

St. Martin Parish

Low-Income Sector

Christopher Bourda
Scody A. Prade

Public Sector

Richard Potier

Private Sector

Thomas Guidry
Zachary Landry

Iberia Parish

Low-Income Sector

Wallace Ozenne
Peggy Paul

Public Sector

Sandra Moore

Private Sector

Lois Boutte

Lafayette Parish

Low-Income Sector

Ronald Cormier

Public Sector

John Billiot

Private Sector

Africa Arceneaux
Janice Dixon



SMILE Central Office

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Lafayette, LA 70501

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www.facebook.com/smilecommunityactionagency

St. Martin Community Action Center

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St. Martinville, LA 70582
(337) 394-6013

Iberia Community Action Center

722 Walton St.
New Iberia, LA 70560
(337) 365-8151

Lafayette Community Action Center

501 St. John St.
Lafayette, LA 70501
(337) 232-6810

RSVP (Retired and Senior Volunteer Program)

501 St. John St.
Lafayette, LA 70501
(337) 234-3272, Ext. 252

Transportation

722 Walton St.
New Iberia, LA 70560
(337) 369-9387

*Current Board of Directors