



ROCS ANNUAL REPORT

OCTOBER 01

SEPTEMBER 30

2020-2021

Message from leadership

The Rural Office of Community Services is team of passionate individuals, working with South Dakota's communities and resources, to create powerful outcomes and sustainable living for our most vulnerable residents.

Each day we strive to help people and change lives.

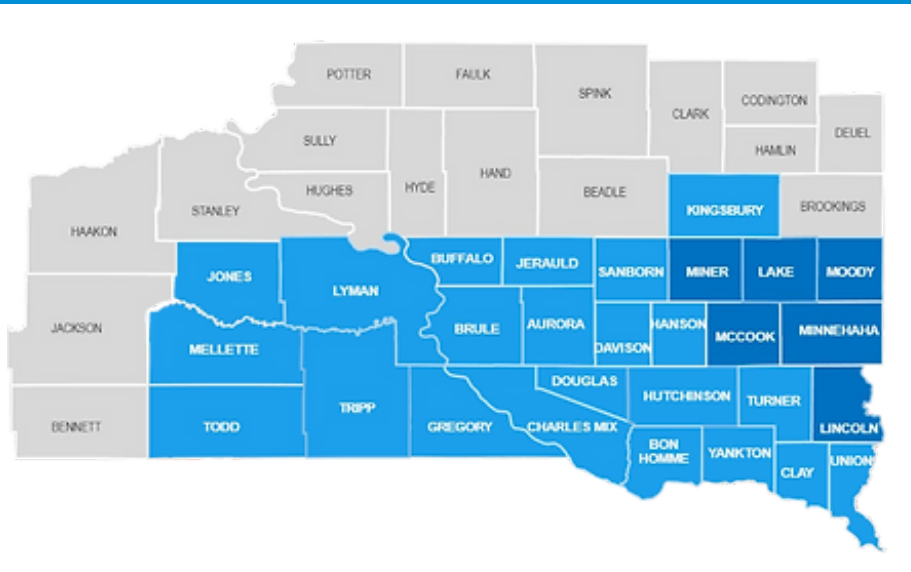
Over the past year, we have never been more challenged as a team to uphold these values due to the stress and impact of the Covid19 pandemic. The turbulent past year has seen the addition of staff in key positions who have embraced our values and have been critical in seeing us through these times. Several staff members have stepped up to take on new endeavors outside of their respective fields to be a strength during a very unpredictable time.

We have faced closing and slowing program, as well as changing and implementing new ones in order to overcome these challenges. But this is what ROCS is all about - overcoming adversity with innovative solutions and perseverance, as we continue to enable low-income individuals and families of all ages and backgrounds, to attain the skills and encouragement to build a better future.

We thank every staff, volunteer and donor for their continued passion and support.

**ROCS BOARD OF DIRECTORS &
PETER SMITH, CEO**

Helping People. Changing Lives.



ROCS is a private non-profit agency serving the residents of South-Central & South-Eastern South Dakota since 1981. Here at ROCS, we care about the entire community and we are dedicated to helping people help themselves and each other.

Through community action people's lives are changed, the spirit of hope is embodied, and communities are improved.

MISSION

Through resources, opportunities and advocacy, we endeavor to assist families and individuals to improve the quality of their lives by minimizing the effects of poverty and promoting positive change.

VISION

To be a premiere social services agency, anticipating the needs of our communities and meeting them with innovative solutions, for the challenges of the future.

VALUES

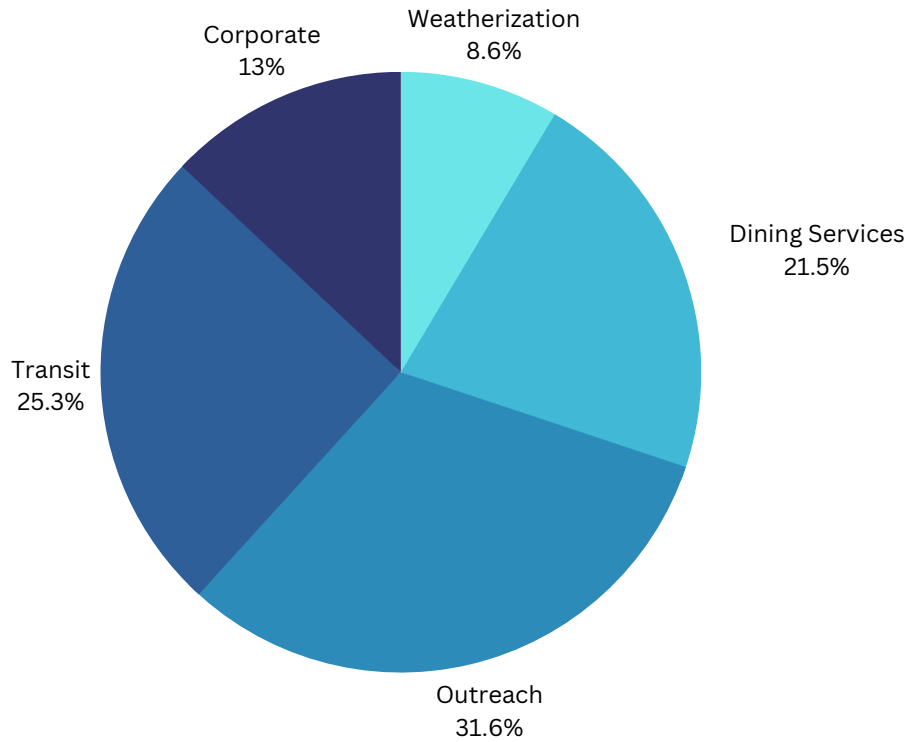
Community engagement changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

Contact

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ROCS ANNUAL EXPENDITURES



ROCS TRANSIT

ROCS Transit provides affordable and accessible transportation services for all of your outings. Our partnerships also allow us to accommodate various nursing home and veteran needs.



ROCS OUTREACH

ROCS Emergency Services is committed to providing support to those in our communities who are experiencing emergency needs.



ROCS DINING SERVICES

ROCS Dining Services has 21 locations in southeastern South Dakota which provide nutritious and diabetic-friendly lunches 5 days a week. Meals are available on a donation basis according to suggested in-come guidelines.



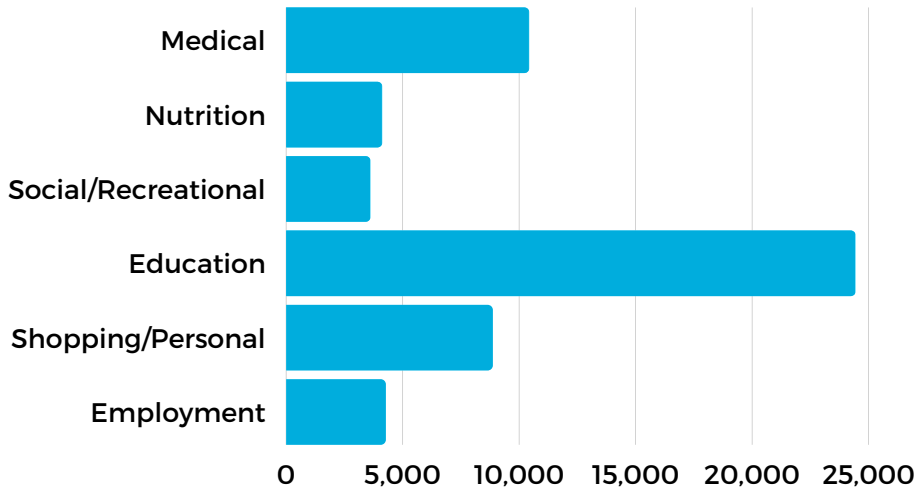
ROCS WEATHERIZATION

Our Weatherization Program is designed to help low-income households overcome the high cost of energy through conservation measures. The LIHEAP Furnace Repair & Replacement Program assists eligible households that meet the State Energy Assistance in-come guidelines with emergency furnace repair or replacement.

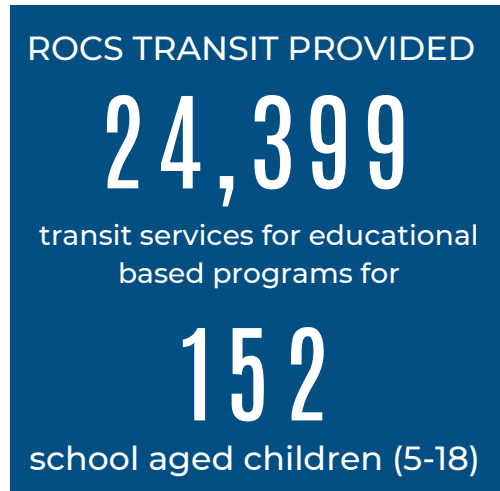
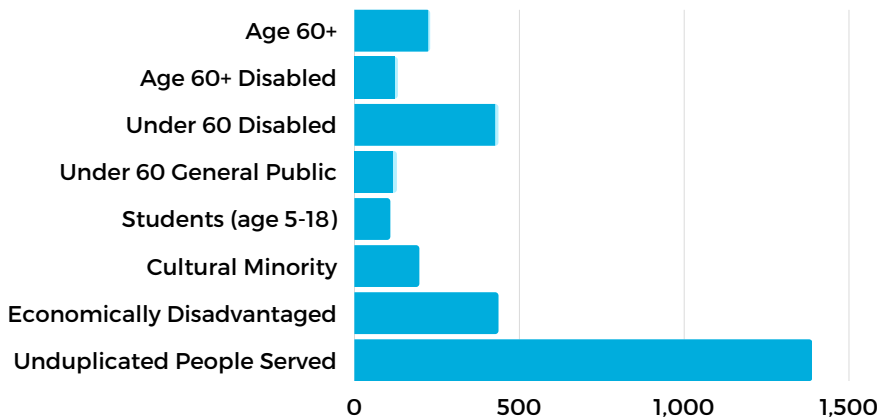
ROCS TRANSIT

ROCS Transit provides affordable and accessible transportation services for 16 counties in South Dakota. We continue to develop new coordination agreements in the served communities including new formal agreements with nursing homes and assisted living facilities in the service area. Bus inspections were conducted by the State and Highway Patrol. On-site project review was conducted by the State DOT. ROCS was able to provide public transportation passes to 105 low-income individuals & 77 families. 1,641 persons improved their access to 112,813 resources/services because of transit partnerships and community collaborations.

Services Provided in Rides



Ridership Demographics



Towns in Gregory, McCook, Charles Mix, Bon Homme, Clay, Lincoln, Union, Turner, Tripp, Aurora, Jerauld and Brule counties have various on-going fund raising projects to raise local cash match monies for the Agency's Transportation Program.

- \$105,132.05 - total cash match generated through local fundraising
- \$165,470.17 - in Medicaid funded rides
- \$158,809.74 - in donations

After participating in transportation programs, 97 households were able to meet their transportation needs.

ROCS OUTREACH

ROCS is committed to providing support to those in our communities who are experiencing hardships. These services focus on Homeless Prevention & Rapid Rehousing, as well as Emergency Solutions Grant/Housing Opportunity Funds.

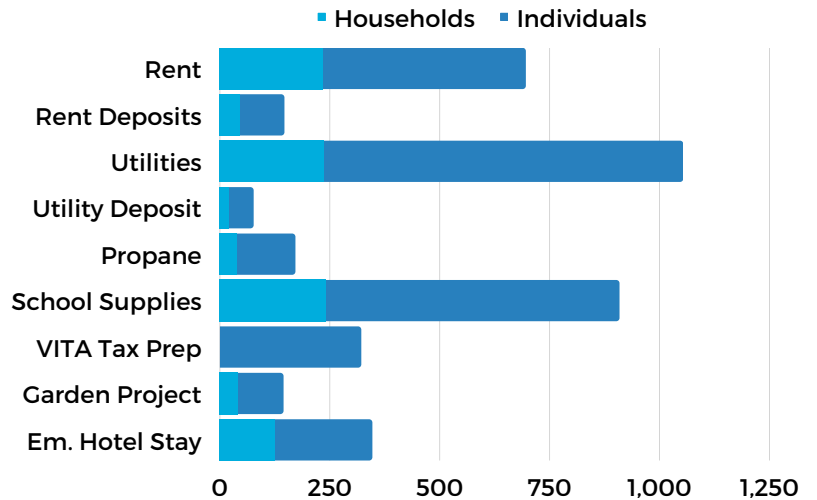
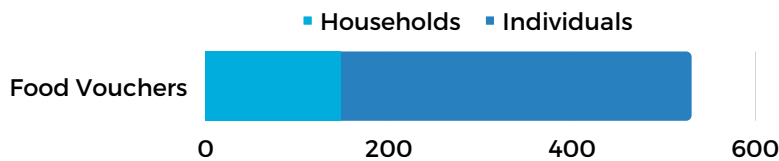
ROCS Emergency Services Program - ESG/CSBG

ROCS was awarded the ESG/HOF grants to provide Homeless Prevention and Rapid-Rehousing assistance in the 20 county service area. Clients who are literally homeless or on the verge of homelessness and are income eligible were provided assistance with housing along with monthly case management services. In the year ending 9/30/21, ROCS provided services to 8 individuals in 5 households. This funding was awarded to continue these programs.

Food Pantries

The agency works closely with local food pantries to assist individuals who are in need of emergency food needs. For the year ending 9/30/21, the pantries provided food for 9,631 people (1,995 households). These numbers are duplicated.

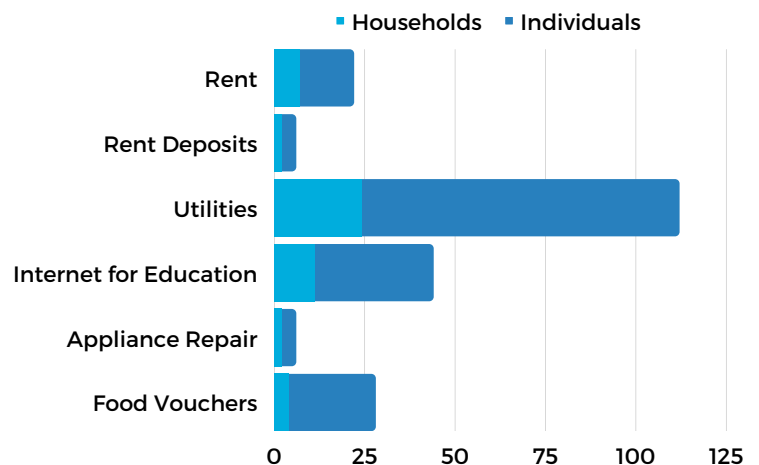
The pantries are partially supported by food and cash donations from churches, groups and individuals. Ongoing food drives are being conducted. It is estimated that many of our pantries are supported 70%-100% by donations.



- VITA: Volunteer Income Tax Assistance Program** - ROCS offered free income tax preparation services for the 11th year, and had 5 certified volunteers preparing taxes. Earned Income Credits claimed (cumulative) were \$97,908 and refunds (cumulative) were \$464,402.
- Garden Project** - This program assists low income families and individuals with seeds and plants to grow vegetables to supplement their food budget and become more self-sufficient. Applicants estimated \$5,460 savings in yearly food costs.

ROCS Cares 2.0 - CSBG

ROCS Cares 2.0 program was implemented in order to mitigate costs for those impacted directly by the pandemic.

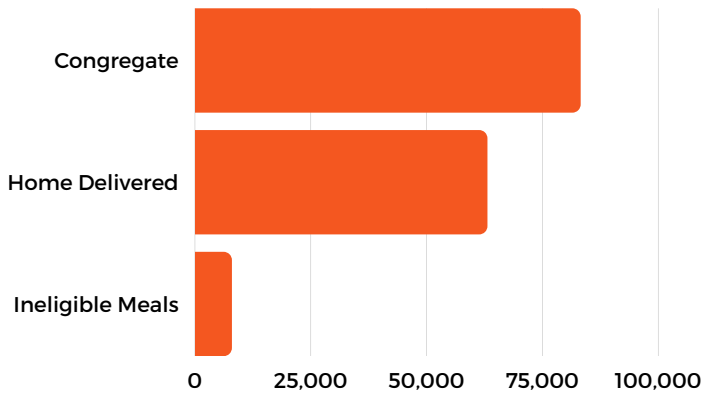


ROCS DINING SERVICES

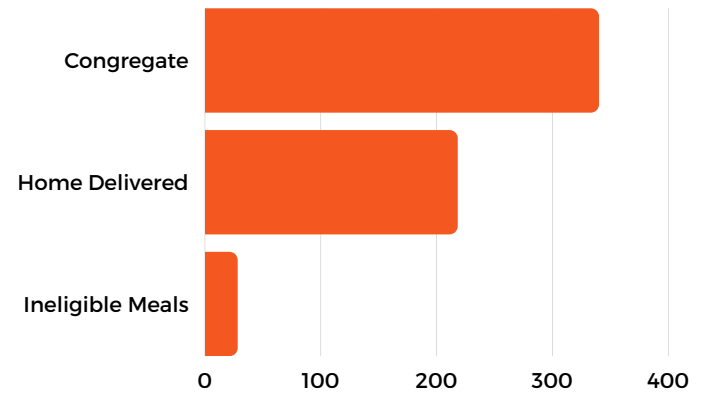
ROCS Dining Services is a non-profit nutrition program that has been serving south eastern and south central South Dakota since 1971. We serve meals in 12 counties and 20 communities. This program provides nutritious and diabetic-friendly lunches 5 days a week. Meals are available on a donation basis according to suggested income guidelines. Though prices vary per location, we typically ask that seniors (60+) pay \$4 and those under 60 to pay the full cost of the meal, at \$8. EBT cards are also accepted at all RDS locations.

Meals Served

Yearly Total



Average number of meals served daily



154,193

TOTAL MEALS SERVED

234

TOTAL DAYS SERVING MEALS

286

TOTAL AVERAGE OF MEALS SERVED DAILY

FINANCIAL DATA

- AVERAGE COST PER MEAL - \$9.84
- CASH MATCH / LOCAL EFFORT COLLECTED - \$111,375
- DONATIONS RECEIVED - \$520,380.49
- INELEGIBLE REIMBURSEMENTS - \$27,836.42

Volunteer Services

	Value
8,011 VOLUNTEER HOURS	\$22,751.24
DONATED SPACE	\$14,752

TOTAL VOLUNTEER SERVICES \$37, 503.24

ROCS WEATHERIZATION

The Agency's Weatherization Program has an ongoing health/safety curriculum and distribution of brochures offering client education concerning energy conservation tips and measures and lead based paint. 146 individuals in 42 households received client education.

WEATHERIZATION

42
Blower door tests

LIEAP

179
Furnaces were
repaired or replaced

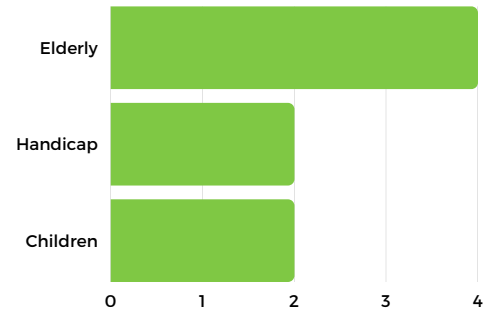
HOME REHAB

4
Homes completed

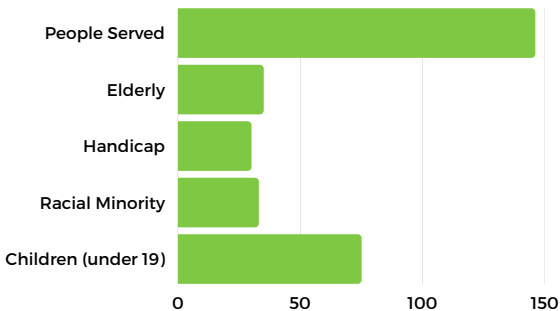
42
Homes weatherized
(41 owned / 1 rental)

146
People enabled with safe
& affordable housing
through conservation
measures.

Demographic Served



Demographic Served



ICARE PROGRAM

THE UTILITY COMPANY, MID AMERICAN ENERGY CONTINUES TO PROVIDE FUNDS TO THE ICARE PROGRAM. THESE FUNDS ARE USED TO HELP INDIVIDUALS AND FAMILIES WHO ARE FACED WITH A HEATING EMERGENCY. 2 HOUSEHOLDS (2 PEOPLE) WERE ASSISTED FROM OCTOBER THROUGH SEPTEMBER 2021.