

# Rural Office of Community Services

## 2019-2020 Agency Annual Report

### 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 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.

Helping People. Changing Lives.

ROCS

The logo graphic for ROCS features a stylized circular emblem between the letters 'O' and 'C'. The emblem consists of four human figures, two in blue and two in red, arranged in a circle and holding hands, symbolizing community and support.

### **From the Executive Director**

**At the Rural Office of Community Services, nothing is more important than to have the trust of our customers. Compassion is the cornerstone of our culture, and all of us share a professional responsibility to exemplify our values of advocacy, dignity, and improving communities with the spirit of hope. We will succeed as long as we put our values at the forefront of everything and every person we encounter.**

**Over the past year, we have never been more challenged as a team to uphold these values, from the stress of a pandemic and other changes. From the Board of Directors and every staff person, we have taken on closing and or slowing down programs and at the same time increasing existing programs along with adding programs. 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.**

**I want to show appreciation to each and every Board Member and Staff person for the amazing patience, long suffering, and overall compassion demonstrated to our customers but to each other. The ongoing stressors of the past year and professionalism showed throughout all of the change. All of you have impacted our communities even more than I think you realize and I deem this an honor to have you as colleagues.**

***Peter Smith, MS***

## **A year of resilience**

**Programs and Services provided in response to and recovery from the COVID-19 Pandemic**

### **ROCS Dining Services Freezer Meal Program**

When the COVID-19 Pandemic hit our communities, ROCS Dining Services was forced to close the doors to congregate meals for the safety of our participants and staff.

Emergency freezer meals were backordered for months, so the Agency turned adversity into opportunity and purchased two freezer meal packaging machines along with all the supplies necessary.

The ROCS Dining Services staff and leadership prepared over 1,000 home cooked freezer meals working together in groups of 3-4 sites. These meals were distributed to participants in every service area so that even though the doors were closed, our elderly meals participants still had access to a healthy, delicious meal.

Since the first round of meal distribution, additional “cooking days” have been held and the meals prepared to order so that our participants always have emergency meals on hand.

### **CSBG CARES Act Services**

CSBG CARES Act funds were released in June 2020 to respond to the pandemic. With these funds, ROCS Assisted:

**172 Households with Rent**

**146 Households with Utilities**

**And 22 households with other COVID related needs**

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# Helping People, Changing Lives

## ROCS Emergency Services

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

**1,311 People Served**  
**281,105 Miles Traveled**  
**87,989 Rides Provided**

## 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. From medical, educational and professional to social, shopping and personal - we have you covered.

**1,311 People Served**  
**281,105 Miles Traveled**  
**87,989 Rides Provided**

## 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 income guidelines.

**1,114 People Served**  
**84,534 Congregate Meals** **49,902 Home Delivered Meals**

## ROCS Weatherization

Our **Weatherization Program** is designed to help low-income households overcome the high cost of energy through conservation measures. Our inspector conducts an energy audit to diagnose air leakage, furnace condition, insulation and health and safety concerns.

The **LIHEAP Furnace Repair & Replacement Program** assists eligible households that meet the State Energy Assistance income guidelines with emergency furnace repair or replacement.

ROCS also provides a fee based **Audit Service** to families who don't qualify for Weatherization Services. This allows homeowners to determine what measures are necessary to make their homes more energy efficient.

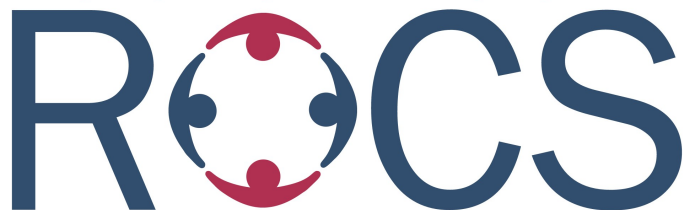
**122 People Served**  
**49 Homes Weatherized**  
**202 Furnaces repaired or replaced**



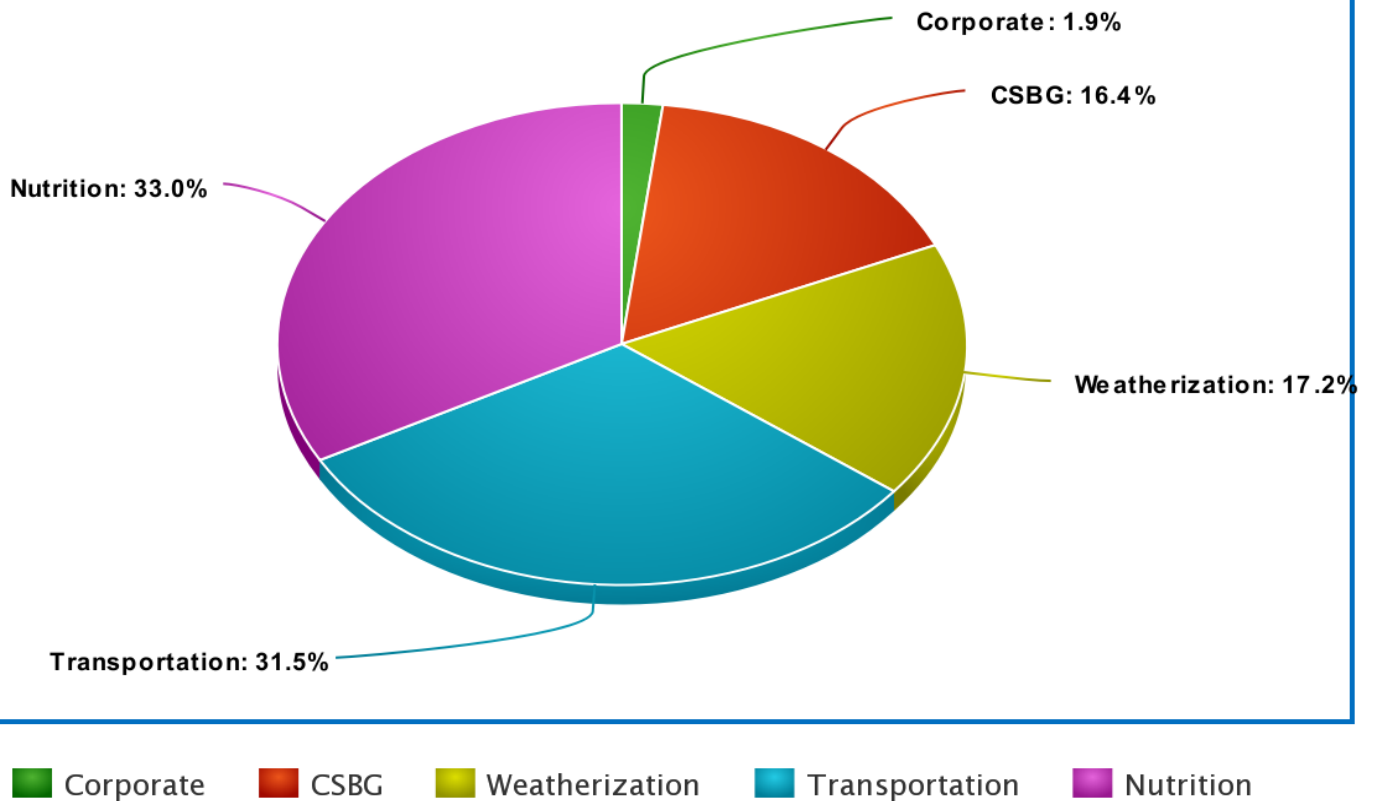
[www.rocsinc.org](http://www.rocsinc.org)



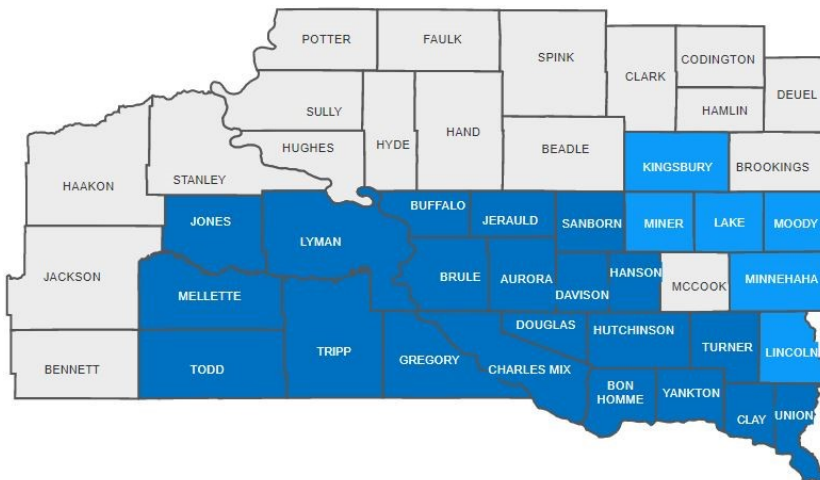
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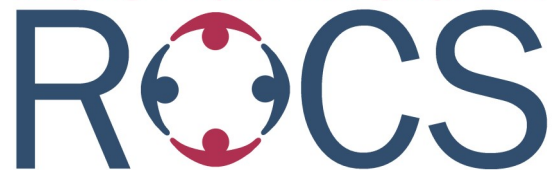
# ROCS Annual Expenditures



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.



Helping People. Changing Lives.



Rural Office of Community Services, Inc.

[www.rocsinc.org](http://www.rocsinc.org)