

TRI-COUNTY COMMUNITY COUNCIL, INC.



*"Helping People
Help Themselves"*

Annual Report

2024-2025



ADMINISTRATION
850-547-3680



Website
www.tricountycommunitycouncil.com



About the agency & **HISTORY**

Founded in June 1965, Tri-County Community Council, Inc. is a private, nonprofit Community Action Agency committed to reducing poverty and improving the quality of life for low-income individuals and families. The agency was established to develop and implement comprehensive anti-poverty initiatives in Holmes, Walton, and Washington Counties.

One of Tri-County's earliest programs was the Head Start Program, offering holistic early childhood services—including education, health, nutrition, and family support—to children living in poverty. Since 1983, Tri-County has served as the Community Transportation Coordinator (CTC) for Holmes, Walton, and Washington Counties, expanding access to employment, healthcare, education, and other essential services. The agency broadened its reach in 1997 by serving as the Community Action Agency (CAA) for Jackson and Okaloosa Counties, and later added Santa Rosa County in 2000. Tri-County further strengthened its transportation leadership as CTC for Bay County from 2004 to 2013 and incorporated Bay County under its CAA umbrella in 2011. In 2015, Tri-County was named the CTC for Santa Rosa County.

Today, after nearly six decades of service, Tri-County Community Council, Inc. continues to break down barriers, create opportunities, and strengthen communities—advancing economic opportunity and improving access to essential services across seven counties.

✦ ✦ Mission & Vision ✦ ✦

Mission

Our Mission is to identify and provide needed services to the citizens in our communities.

Vision

“Tri-County Community Council, Inc. is a nonprofit organization with a vision to unite both the public and private sectors for the purpose of improving the quality of life for individuals, families, and communities by enhancing and seeking new opportunities for success with the goal of eliminating poverty.”

Board of DIRECTORS

In accordance with Community Action Agency standards, Tri-County Community Council, Inc. is governed by a tri-partite Board of Directors comprised of representatives from the public sector, private sector, and low-income communities. The Board provides oversight, strategic direction, and policy guidance to ensure the agency's programs effectively identify and address the needs of individuals and families within the communities served. Through their stewardship, board members promote accountability and support funding and initiatives that enhance services and strengthen community impact across the service area.

Chair: Ron Kelley | Vice Chair: Danny Glidewell

Secretary: Tara Finch | Treasurer: Lesley Hatfield

Member-at-Large: Tabitha Morris

Bay county

Janice Flowers
Chris Moore

Holmes county

Lesley Hatfield
Patricia Latson
Wilmer Stafford

Jackson county

Edward Crutchfield
Anita Halling
Willie Spires

Okaloosa county

Jeri Faircloth
John Hofstad

Santa Rosa county

Russ Henderson
Ashley Thompson
Shawn Ward

Walton county

Isaac Becker
Danny Glidewell
Ron Kelley

Executive Management

Executive Director: Joel Paul, Jr.

Assistant Director/Human Resource Director/
Board Liaison: Sharon Kent

Chief Finance Officer: Heather Craft

Head Start Director: Kim Gillis

Community Resource Director: Angie Moore

Washington county

Tara Finch
Ashlynn Marquez
Tabitha Morris

A Few Words From the Executive Director

From 1965 to 2025. It is almost foolish to attempt to list the changes Tri-County Community Council has seen---has witnessed---been part of---for the last 60 years. It is easier to focus on the recent changes. Ironic---Taylor Swift wrote a song called Change. David Bowie's was called Changes. Somehow---they are in our head.

Gone are the extra pots of funding---ARRA. Who remembers the American Recovery Act? Hurricane Michael recovery funding? Or COVID money? Have you heard of DOGE? Sure---we do remember.

Budgets are smaller recently but Florida's Minimum Wage hit us like a small tsunami. We still have another year to reach the threshold, as other wages passed by to stay competitive. Higher wages---but ever higher costs for most everything. Still---no end in sight for insurance premium increases. Or how about housing and rent prices? Hey---who has witnessed their utility bills go down? Maybe fuel came down.

Where are our clients? Where have they gone, still entangled in the great spider web of rising costs? We still see them. Maybe we assist fewer households---but we still help them.

Helping People Help Themselves. That didn't change. It may be a little harder. May have fewer opportunities; have less funding, but we make it count. We can still smile. Provide a courteous hello. Ask, can we help you? Then deliver to the best of our ability.

It takes dedication and hard work. It takes great leadership and a good Board. Mostly, it requires a competent staff willing to give their all.

As we approach the next year---we know there will be more changes. Thanks for supporting our Vision and Mission Statement. Most of all, thank you for working through the changes.

Joel Paul, Jr.

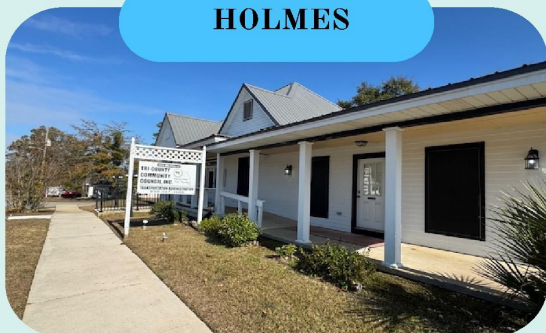
Transportation Disadvantaged Program

Funded by the Commission for the Transportation Disadvantaged (CTD) & the Department of Transportation (DOT), the transportation program provides non-emergency transportation to support access to essential services, including medical appointments, nutrition, shopping, education, recreation, employment, training, and other daily needs. Transportation for non-sponsored riders is delivered in accordance with an established trip-prioritization system set by the Local Coordinating Board. As a vital community resource, the program ensures safe, reliable, and accessible travel throughout the service area.

Each day, clients are transported to destinations based on individual needs. This service supports daily living, promotes independence, and connects individuals to vital community resources. By reducing isolation and ensuring dependable access to services, the transportation program strengthens community connections and enhances overall quality of life.

A dedicated team of staff truly “keep the wheels rolling.” Under the leadership of Vince Staten, Transportation Operations Assistant Director, and Inez Cassiday, Transportation Program Manager, essential support staff work diligently to ensure this critical service operates smoothly and reliably. The transportation team includes four Administrative Support staff members, two Scheduling Coordinators, 23 transit drivers, and a Maintenance Technician who oversees the upkeep of all agency vehicles to ensure fleet safety and reliability.

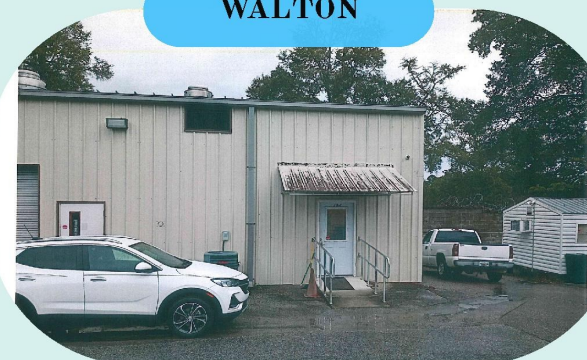
HOLMES



SANTA ROSA



WALTON



WASHINGTON



Head Start & Early Head Start Program

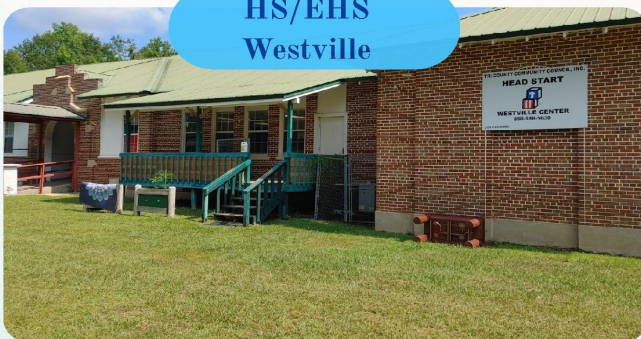
Funded by the Department of Health and Human Services, Head Start and Early Head Start provide comprehensive early childhood education that promotes school readiness by nurturing each child's social, emotional, cognitive, and physical development through high-quality learning environments and individualized instruction.

In addition to early education, the programs offer vital family support services, including health and developmental screenings, nutritious meals, parenting education, family engagement opportunities, and connections to community resources.

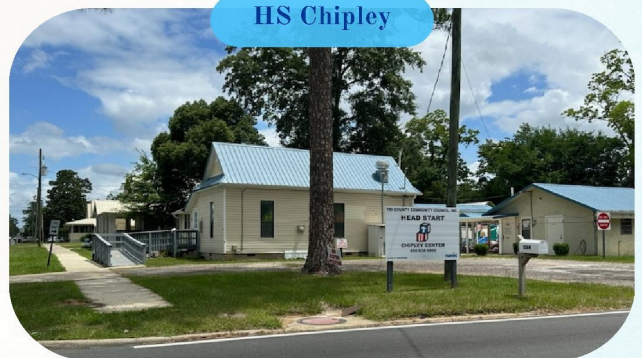
Head Start and Early Head Start are led by Director Kim Gillis, with support from Nicole Thomas, Director's Assistant and a dedicated team of 51 staff members serving children and families across Holmes, Walton, and Washington Counties.

By serving children from birth through age five, the programs strengthen families, reduce barriers, and help build healthier, more resilient communities by providing a strong foundation for lifelong success.

HS/EHS
Westville



HS Chipley



EHS Walton



HS Walton



(CSBG) Community Service Block Grant

Funded by the Department of Commerce, the Community Services Block Grant program (CSBG) serves residents across Bay, Holmes, Jackson, Okaloosa, Santa Rosa, Walton, and Washington counties. The program is committed to supporting individuals and families through a comprehensive range of services designed to promote self-sufficiency and long-term stability.

The program is overseen by Betty Moore, Community Resource Director, with support from Lisa McCreary, Director's Assistant. Together, they provide leadership to a dedicated team of seven Community Service Specialists and four Program Office Assistants who work collaboratively to deliver consistent, high-quality services throughout the region.

Services include transportation assistance, educational support, youth development programs, emergency rent and utility assistance, disaster relief, food pantry services. These services address diverse community needs while strengthening family stability and fostering independence.

BAY



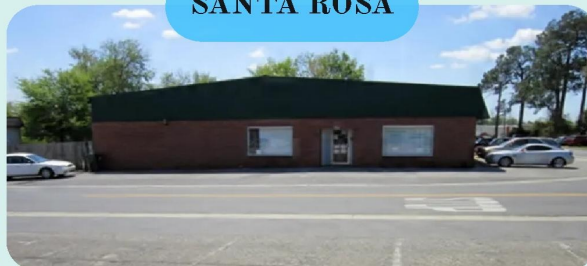
HOLMES



JACKSON



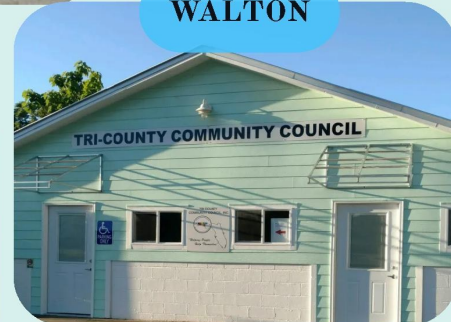
SANTA ROSA



OKALOOSA



WALTON



WASHINGTON



LIHEAP (Low Income Home Energy Assistance Program)

The Low-Income Home Energy Assistance Program (LIHEAP), funded by the Department of Commerce, provides financial assistance to help eligible households meet the cost of home heating & cooling needs. The program plays a vital role in ensuring safe and stable living conditions during periods of extreme weather, reducing energy-related hardships for vulnerable populations. LIHEAP also assists in emergency situations to eligible individuals and families who are without home energy or in danger of losing home energy during a crisis.

The LIHEAP Program is managed by Betty Moore, Community Resource Director, and Lisa McCreary, Director's Assistant. The program is supported by a dedicated team of seven Community Service Specialists and four Program Office Assistants who serve residents across Holmes, Okaloosa, Santa Rosa, Walton, and Washington counties. This team works together to ensure timely application processing, effective client support, and coordinated service delivery.

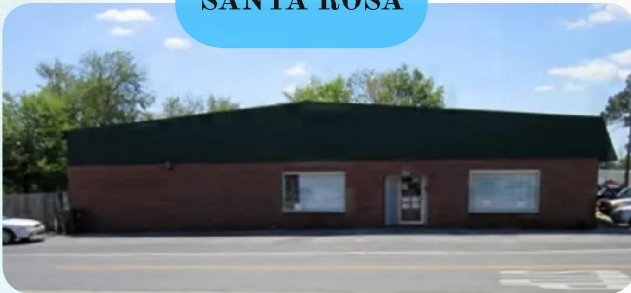
HOLMES



OKALOOSA



SANTA ROSA



WALTON

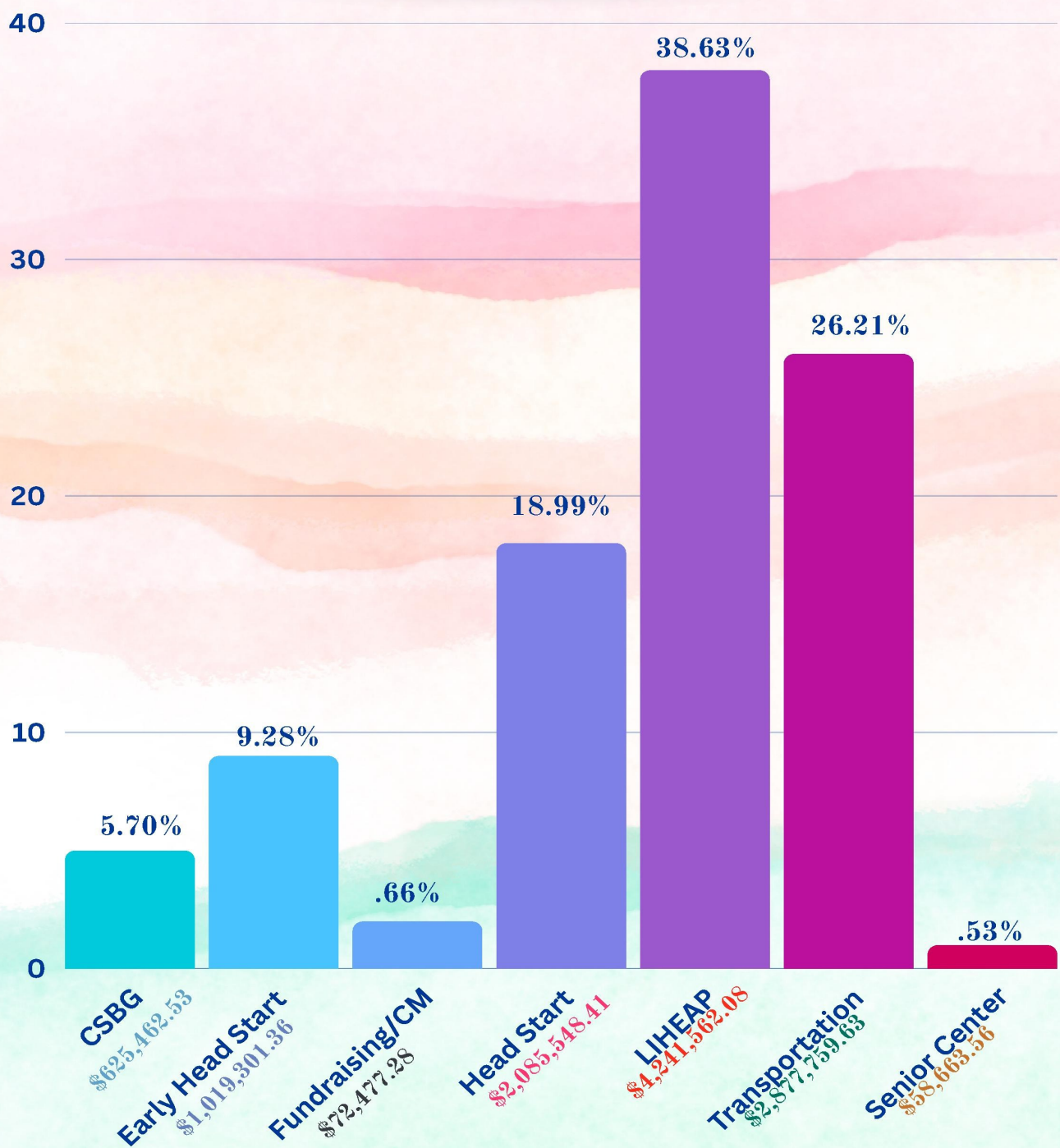


WASHINGTON



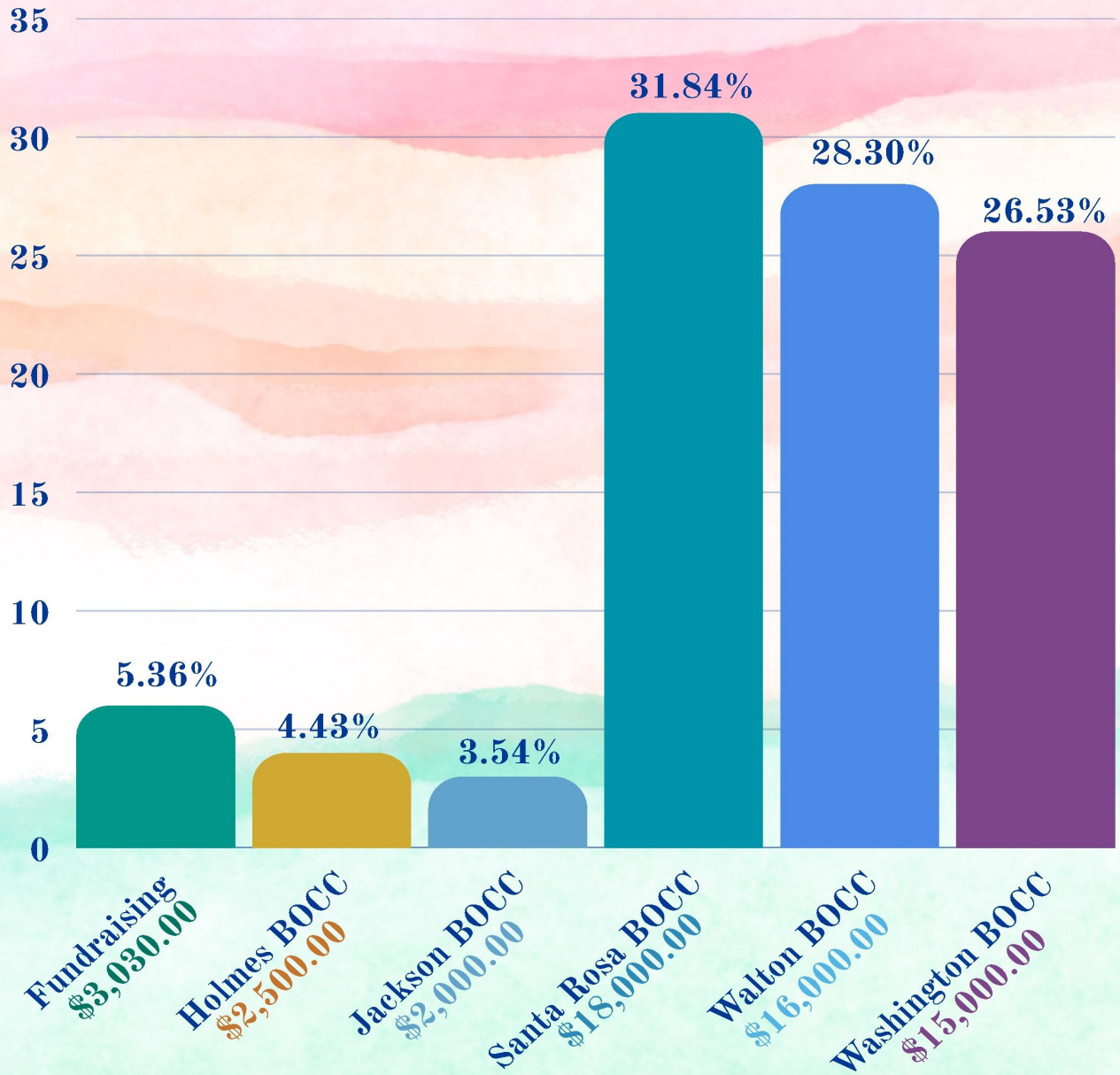
2024-2025 TOTAL FUNDING

\$10,980,780.85



COUNTY CASH MATCH

TOTAL: \$56,530.00



CLIENTS SERVED BY COUNTY

TOTAL: 14,810

5000

4000

3000

2000

1000

0

Bay

Holmes

Jackson

Okaloosa

Santa Rosa

Walton

Washington

31

1202

26

2546

2213

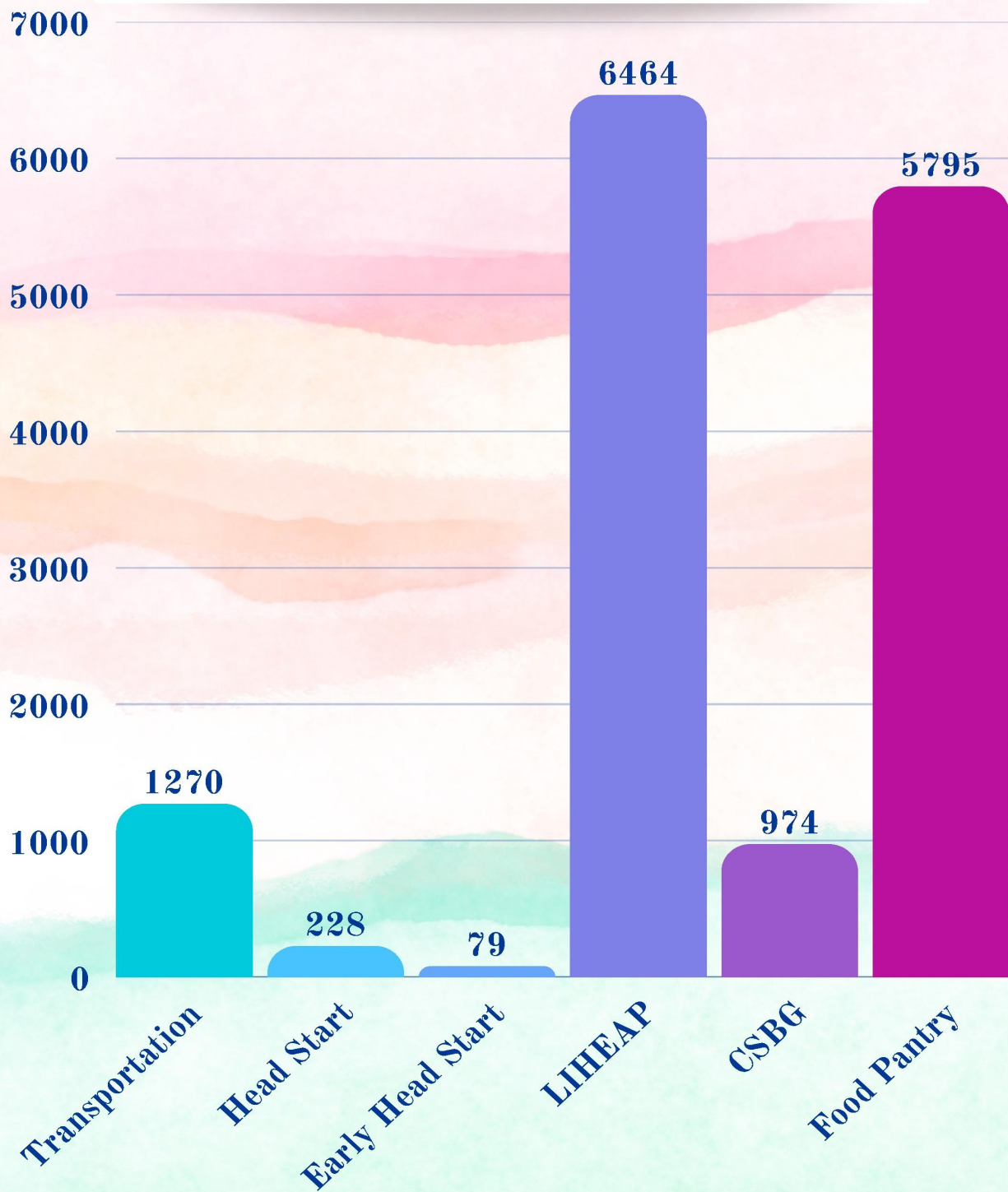
4361

4431

*BAY & JACKSON COUNTY ONLY HAVE CSBG FUNDING

CLIENTS SERVED BY PROGRAM

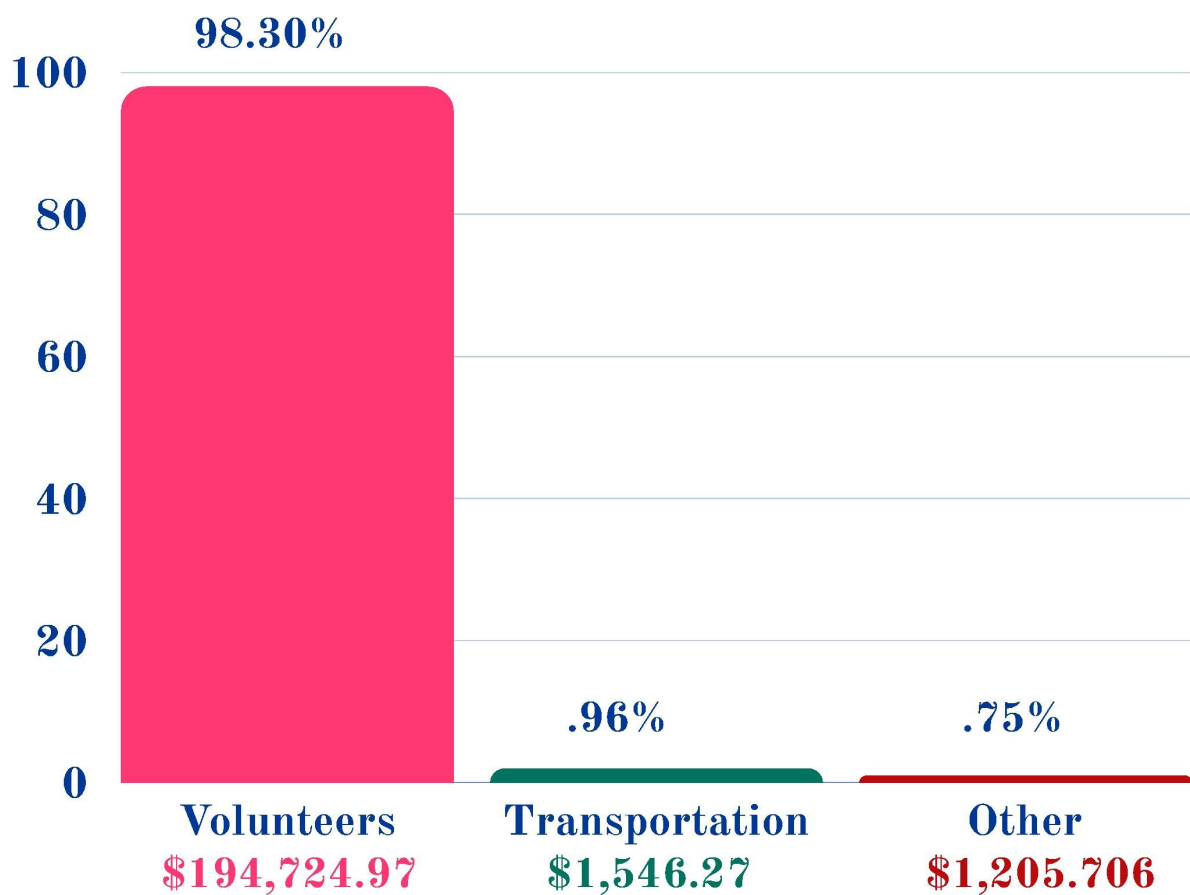
TOTAL: 14,810



IN-KIND TOTAL SERVED: \$161,679.90

In-kind contributions are non-cash donations, such as goods, services, volunteer time, and professional expertise that directly support the agency's mission and daily operations. These contributions enhance program delivery, reduce operating costs, and allow resources to be used more efficiently.

In-kind support is vital to the agency's sustainability and impact. By complementing financial resources, these contributions help expand services, strengthen programs, and deepen community partnerships. We are sincerely grateful to our in-kind donors whose generosity and commitment make a meaningful difference in the lives of the individuals and families we serve and contribute to the continued success of our work.



AGENCY INFORMATION

Administrative Office
PO Box 1210
302 North Oklahoma Street
Bonifay, Florida 32425
(850) 547-3689 - Office
(800) 395 - 2696 - Toll Free
(850) 547 - 9806 - Fax
(850) 547 - 9505 - TDD
t.communitycouncil@mchsi.com

Services Administration
330 Highway 90 West
Bonifay, FL 32425
(850) 547 - 4263 - Office
(850) 547 - 1010 - Fax

Head Start Administration
2499 Cypress Street
Westville, Florida 32464
(850) 548 - 9900 - Office
(850) 548 - 5644 - Fax

Transportation Operations
312 N. Oklahoma Street
Bonifay, FL 32425
(850) 547- 3688 - Office
(850) 547- 2504 - Fax

Bay Services
949 Jenks Ave Suite 1
Panama City, FL 32401
(850) 215 - 0173 - Office

Chipley Head Start
1264 South Blvd
Chipley, FL 32428
(850)-638-9800 - Office
(850) -638-2619 - Fax

Early Head Start
DeFuniak Springs
265 South 18th Street
DeFuniak Springs, FL 32435
(850)-951-0464 - Office
(850)-951-0465 - Fax

Walton Head Start
268 South Davis Lane
DeFuniak Springs, FL 32435
(850)-892-7635 - Office
(850)-638-7355 - Fax

Westville HS / Early HS
2499 Cypress Street
Westville, FL 32464
(850) 548-5630 - Office
(850) 548-1220 - Fax

Jackson Services
2944 Penn Ave, Suite D
Marianna, FL 32448
(850) - 394-4064 - Office

Okaloosa Services—Crestview
290 Martin Luther King Ave.
Crestview , FL 32536
(850) 306 - 1134 - Office
(850) 306 - 1134 - Fax

Okaloosa - Ft. Walton Beach
913 Beal Parkway N.W. # H
Ft. Walton Beach, FL 32547
(850) 200 - 4425 - Office
(850) 200 - 4425 - Fax

Santa Rosa Services
6607 E. Elva St.
Milton, FL 32570
(850) 981 - 0036 - Office
(850) 564 - 5301 - Fax

Walton Services
41 West Main Street
DeFuniak Springs, FL 32435
(850) 892 - 3615 - Office
(850) 892 - 0114 - Fax

Washington Services
623 Hwy. 273
Chipley, FL 32428
(850) 638 - 4520 - Office
(850) 638 - 3595 - Fax

Holmes & Washington
Transportation
312 N. Oklahoma Street
Bonifay, FL 32425
(850) 547-3688 - Office
(850) 547-2504 - Fax

Santa Rosa Transportation
7255 East Hwy. 90
Milton, FL 32583
(850) 626 - 6806 - Office
(850) 626 - 2132 - Fax

Walton Transportation
194 North 6th Street
DeFuniak Springs , FL 32435
(850) 892 - 2422 - Office
(850) 892 - 5686 - Fax

Thank You

SOME OF THE COUNTIES WE SERVE DESIGNATE FUNDS DIRECTLY TO TRI-COUNTY COMMUNITY COUNCIL, INC., TO HELP WITH THE MATCH NEEDED TO ASSIST THE LOW-INCOME CITIZENS IN THEIR COUNTIES.

IN-KIND DONATIONS ARE RECEIVED IN MULTIPLE FORMS INCLUDING, BUT NOT LIMITED TO SPACE, CONTRACTUAL, FOOD, CLOTHING AND PERSONNEL COSTS. THESE DONATIONS AID IN PROVIDING THE NEEDED SERVICES IN OUR COMMUNITIES.

PARTNERSHIPS ARE A VITAL PART OF FULFILLING THE MISSION OF THE AGENCY. WE WORK HARD IN DEVELOPING AND MAINTAINING PARTNERSHIPS THAT ALLOW US TO CAPTURE ALL AVAILABLE RESOURCES FOR THE CITIZENS OF OUR SERVICE AREA.



FINALLY, WE ARE VERY THANKFUL FOR THE VOLUNTEERS WHO GRACIOUSLY DONATE THEIR PERSONAL TIME TO ASSIST IN "HELPING PEOPLE HELP THEMSELVES."

A TOTAL OF 3,114 HOURS WERE DONATED BY VOLUNTEERS FOR THE 2024-2025 YEAR.

THANK YOU!

Testimonials

To Whom It May Concern,

I would like to express my gratitude to Tri-County Community Council, Inc and the transportation department.

Transportation's assistance in getting me to my doctor's appointments was a tremendous help, ensuring that I could attend my medical visits safely and on time was such a peace of mind for me. Without their support, it would have been very difficult for me to receive the care I needed.

Thank you to everyone at the Tri-County Community Council Transportation Dept. for your kindness, reliability, and dedication to helping members of the community. Your service truly makes a difference in people's lives.

Rodney Davis

10/16/25

Transportation

Dear Tri-County Transportation Team,

I am writing to express my heartfelt thanks for your compassionate service you provided in helping transport my daughter to her doctor's appointments. Your team's punctuality, professionalism, and kindness have made a meaningful difference during a challenging time for our family. Knowing that she could get to her appointments safely and on time brought us great peace of mind.

Thank you again for the important work you do and the care you show to those you serve. It is truly appreciated.

Debbie J. Davis

Testimonials

In 2013, my son attended Head Start. At the time, I was not working, so I often volunteered in his classroom. His teachers always made me feel welcomed and valued, and they taught me a lot about the different roles they held.

After a year of volunteering, serving on Policy Council, and being a member of the Board of Directors, I was offered a temporary position as a Family Service Advocate in November 2014. That role later became permanent, and I have now proudly been a Family Service Advocate for 10 years.

During this time, I have also earned a degree and a credential—with the continued support and encouragement of the Head Start program.

Megan L



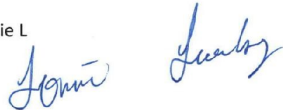
Head Start

My daughter started Early Head Start when she was just six months old. I regularly attended parent meetings and volunteered at the center whenever I was available.

In March of 2025, I lost my job and made the decision to go back and earn my GED. The Early Head Start staff supported me throughout that journey and made me feel truly recognized when I achieved that milestone.

Soon after, I applied for a position at the Head Start center and was offered the job. I have since completed my 40 DCF hour training and am now working toward a degree in Elementary Education—with the support of Head Start by my side.

Lonnie L



Testimonials

Services

When I first came to Tri County, I was a single mother with no job and searching for a way to create a better future for my daughter and myself. I knew I wanted to pursue a career in the medical field, but I needed assistance to make that dream possible. With the help of Tri County and my dedicated case manager, Jennifer Anderson, I was able to enroll in the CCMA course.

Throughout the entire process, Jennifer was a constant source of encouragement and support, guiding me every step of the way. Her belief in me gave me the confidence to push forward, even when the journey felt overwhelming. With hard work and her encouragement, I not only passed the course, but I scored at the top of my class.

After I finished the program, I was offered an amazing position with Santa Rosa Medical Group in their Urgent Care department. Today, I am proud to be financially supporting my ten-year-old daughter and myself, building the stable life I've always wanted for us.

I truly couldn't have done this without Tri County and Jennifer Anderson. They not only helped me achieve my goals, but also gave me hope, confidence, and a future filled with opportunity.

Danielle M



DEVOTION GOALS RESOLVE

Family friends
COMPASSION COMMUNITY

TRUST LOVE

Tri-County Community
Council, Inc.

PRIDE

SELF-SUFFICIENCY Support
GOALS
RESOLVE

help

OPPORTUNITIES

TEAM

Freedom
transformation

INDEPENDENCE