

People Working
Cooperatively

Saving Homes. Restoring Pride.



2011 Annual Report

Each year PWC provides thousands of low-income, elderly, and disabled homeowners with a higher quality of living.



Returning value to the community

- Jock Pitts, President PWC

PWC's Whole House Services provide tangible value not only to the homeowner being served, but also to the taxpayer, the utility rate payer, their neighborhood and the community.

This return to the community was validated by Cadmus Inc.'s study of PWC's Whole House approach (see page 6). The study examined PWC's impact on residential property values. On average, homes served by PWC's whole home services would have a sale price value of 6.4% to 10.6% greater

than a home not serviced by PWC. Each surrounding home in a neighborhood serviced by PWC influenced property value upward 1.9% to 3.8%.

PWC's work clearly keeps families in their homes in a safer and more secure environment. Because of this, our work also contributes positively to student's achievement in the classroom. But most importantly, 87 percent of the clients served by PWC said our services were significant for them staying in

their homes – the heart of our mission. When you look at the cost of moving a client to subsidized housing, a nursing home or other living arrangement, the cost savings to the community is sizable.

The Cadmus study data demonstrates not only that PWC's core services are providing tremendous value to the homeowner - keeping them safely in their homes - but we have figured out a way to perform this social service the way that makes economic sense as well. Dollars spent by PWC provide a return on investment for the donor and the community.



This annual report shows how PWC is serving all of its constituents – homeowners, funders, volunteers, donors, employees – all who make an investment in PWC and are critical to its success.

We couldn't do it without you, and I want to thank you for your continued support of PWC.



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Chairman's Message

Mike Viox

My tenure as Chairman of PWC's Board of Directors has come to a close after three years in the position and eight years on the Board.

I can say in all truthfulness it has been a wonderful experience driven both by PWC's mission and the fabulous people who are employed by and volunteer for PWC. In addition, PWC is very fortunate to have attracted an array of very talented businesspeople who support the agency via their participation on the board, various committees, fundraisers, etc.

Chris Bell, from Fifth Third Bank, who is current Vice – Chair, and has been on the board and executive committee for a few years now will soon assume the Chairman's role. Chris is a very dedicated and extremely capable servant to PWC.

I do not use the word servant lightly or by mistake. The people who lead the agency (Jock and his team) and the businesspeople who support through their volunteerism are shining examples of servant leadership.

What is servant leadership? I'm not sure I know the exact definition but what I do know is these are leaders who serve for the benefit of others and not themselves. These type of leaders are not looking for headlines or padding their own resume. What they are doing is passionately and honestly carrying out their duties with their heads down and their ears to the ground. I am confident PWC will continue to embrace this approach under Jock and Chris's leadership.

It has been my pleasure to watch the PWC organization grow over the years. The business is constantly reinventing itself to meet the growing needs of an aging population with ever shrinking resources. In the past year alone, PWC delivered 14,000 services through their 140 employees and over 6,000 volunteers. The funding for these services comes from many private and public sources and it is a constant juggling act to match funding with the services needed. As the nation's population ages and experts are touting aging in place the current funding does not



Mike Viox is President of Viox Services

support this direction. PWC's services fit exactly into this direction whether it be for energy improvements, emergency repairs, a new HVAC system, a new roof, and now modifications for mobility.

As the need for modification services has grown with no funding to match, Whole Home was born. Whole Home is PWC's first foray into the "social enterprise" world.

Whole Home will serve as a "for profit" business generating funds to support modifications for the existing PWC non-profit business. Under Jere McIntyre's leadership Whole Home is off to a very solid start and has the makings of everything we had hoped for.

In closing, I would like to thank all of you who support PWC and its mission in so many ways. You can be confident the resources entrusted to PWC are well used to the benefit of so many.

I will continue to serve PWC in the coming years and I humbly ask for your continued support as well.

Whole Home

new business = new partnerships



photos by Chris Cone

A former living and dining room space renovated by Whole Home for our client, Margaret and her mother.

Whole Home is PWC's new home modifications service that provides quality home modification services for people above PWC's current income limitations. Whole Home provides services and products such as fall prevention aids, aluminum access ramps, accessible bath, kitchen and other necessary modifications and repairs to create a safe environment. It is led by five Certified Aging in Place

Specialists (a designation awarded by the National Home Builders Association); with support from a group of skilled trades people experienced with the mobility needs of customers. Check us out online at www.wholehome.org.

In a nutshell, Whole Home is an expansion of PWC's overall mission to keep people safe in their homes.

Whole Home provides a solution

to an unmet need for people of all income levels. People faced with a sudden disability or the challenges of the aging process need a trusted, reliable, experienced expert to call who can quickly modify a home to allow a person to remain living independently in their homes in a safe, sound environment.

Whole Home's Director Jere McIntyre provides a brief overview



New bathroom modification by Whole Home.

of the partnerships below that have brought the service to life in our community, and are helping it serve more people in need:

Xavier University:

PWC was the first non-profit recipient of Xavier University's Launch-a-Business Competition, a program designed to boost the economy by supporting new enterprises. As a winner, PWC received valuable consulting services from Xavier business professionals. That partnership has evolved into additional partnerships, including Xavier's OT Department who will help measure the effectiveness of PWC's modification work.

TriState Care Partners:

Whole Home is a proud member of the TriState Care Partners, a referral network of partner

organizations that is continually looking for ways to improve the lives of greater Cincinnati residents in need. Whole Home's partners in the referral network include: **Home Helpers, Home Infusion Services, Innovative Hospice Care, Pro2, Visiting Nurses Association, Vitas, Wesley Community Services, Wood & Lamping LLP.**

EZ-Access Ramps:

Whole Home is the preferred retailer ("MVP") in the greater Cincinnati region, and, as a result, brings many benefits to the region.

According to McIntyre, Whole Home's community partnerships are helping to provide a comprehensive referral network of quality services promoting community advocacy, health,

independence and self-sufficiency to older adults. "It's making our community a better place by supporting some of our most vulnerable neighbors," he says.

Check out Whole Home's new Aging in Place showroom at 6543 Harrison Avenue, Cincinnati, OH 45247. Call 482-5100, visit www.wholehome.org!



Cadmus Evaluation Proves Impact of PWC's Whole House Strategy

Over the past 37 years, PWC has developed a unique whole house strategy, a business model that ensures efficient, cost-effective service. According to PWC President Jock Pitts, PWC has always believed that its unique combination of services is keeping clients in their homes, but also wanted to prove PWC's impact through an independent evaluation of services.

To accomplish this, PWC tapped two important partners: the Economics Center at the University of Cincinnati and Boston-based The Cadmus Group, Inc. to conduct a comprehensive evaluation process. The results determined PWC's benefits to the community are profound: PWC is increasing the property values of the homeowners they serve, and strengthening the local community at the same time.

Specifically, the evaluation results show how PWC's whole house strategy has resulted in a 6 to 10 percent increase in the property values of the homeowners they serve, and contributes 1 to 3 percent to the values of the homes located near PWC's clients. The study also showed that PWC's services keep clients healthier and help their children perform better in school because they move less often.

PWC's whole house strategy

involves assessing all of the critical home repair, weatherization, modification, and maintenance needs of the home to determine which services PWC can provide to keep clients living safely and independently in their homes.

"It's one thing to replace a non-working furnace, but if the roof is also leaking and not addressed, the home could quickly become uninhabitable," explains Pitts. "In many cases, the only option is to abandon the property. PWC takes pride knowing that we are helping clients remain in their homes and keeping neighborhoods intact at the same time."

According to Pitts, PWC carefully looks at what the homeowner needs and provides the services that will allow them to remain living safely in their home, which is where clients, who are often disabled or elderly, desperately want to be. The typical PWC client earns about \$13,000 a year.

"The study clearly demonstrates that PWC's work delivers tremendous value to our clients, and the entire community," said Pitts.

The evaluation is taking a comprehensive look at PWC's work. The next phase of the research, led by Cadmus, will quantify the energy savings achieved through PWC's services



PWC's services have helped clients Emilee and Jary of Hamilton.

in addition to a variety of other important impacts, such as: reductions in late payments, forced residential relocation, occupant health, greenhouse gas emissions, and the local economy.

"PWC's energy conservation work has recently merited a grant from the Department of Energy who is specifically interested in our whole house strategy and its impact on effectively achieving energy conservation," Pitts said

Dr. M. Sami Khawaja of Cadmus is pleased to be leading the evaluation of PWC's whole house approach to low-income homeowners. "We are very interested in examining this unique service design," he said.



WIPP adds to PWC service value

Volunteer David Legg wraps a hot water heater for PWC's WIPP program.

photo by Chris Cone

In late 2010 the U.S. Department of Energy awarded People Working Cooperatively a \$1.5 million grant for the Weatherization Innovation Pilot Program (WIPP). Prior to the DOE WIPP grant, most of PWC's weatherization services were funded primarily through utility dollars provided by Duke Energy. Clients for WIPP were randomly chosen from PWC's client list.

The WIPP program is an important part of PWC's "whole house concept", a service delivery model that assesses all the work that needs to be done in a client's home at the time of service. Clients are able to rely on PWC as a continuous home resource, helping to maintain the integrity and safety of homes throughout their lifetime. Older and disabled residents have work completed for them while younger, able-bodied clients are educated on home maintenance through PWC programs.

What makes PWC's \$1.5 million dollar WIPP unique is a three-to-one value match on direct job cost and integration of volunteer labor into

service delivery. PWC can provide the services less expensively through trained volunteer labor. Overseen by PWC's energy conservation professionals, the volunteers come to PWC through non-traditional partnerships like Xavier University, the Cincinnati Zoo, US Bank, Greater Cincinnati Energy Alliance and more.

One outcome goal of the PWC program is to use 100 volunteers to deliver services to 360 households. The volunteer goal has already been exceeded.

Students from Xavier University in Cincinnati were able to tap into the program through a class called Building Physics.

Other partners like the Cincinnati Zoo and The Greater Cincinnati Energy Alliance participated in a special one day energy conservation event for PWC clients living in Avondale, called "Avondale in Action". "Partnering with People Working Cooperatively was an excellent opportunity to bring together volunteers, skilled labor, and

resources to improve homes in the Avondale community," said Lilah Glick, marketing director of the Greater Cincinnati Energy Alliance. "Our organizations work together to share the value of investing in home energy improvements, which benefits all residents by creating more comfortable, safe, and affordable homes."

PWC hopes to continue developing its whole house service delivery model. "WIPP is proving to be valuable because it has expanded and enhanced our ability to serve more people," said PWC President Jock Pitts.

"More work is being performed for very needy customers at a lower overall cost."

Said Pitts: "It's our responsibility to keep finding ways to serve people faster, smarter and better."



Volunteers hustle to make repairs at Repair Affair 2012.

photo by Chris Cone

Repair Affair 2012

More than 800 volunteers came out on a warm, sunny Saturday morning in May to help 130 homeowners in Greater Cincinnati and Northern Kentucky with critical home repairs and modifications for the 30th annual Repair Affair. Crews installed ramps, poured concrete, installed grab bars and railings, trimmed overgrown hedges and even replaced a porch! Without the help of our volunteers and sponsors the majority of these homeowners would still be awaiting these needed repairs.

This year's sponsors included title sponsor Home Depot; presenting sponsor the City of Cincinnati; major sponsors Cincinnati Children's Hospital Medical Center and Prus Construction Co.; supporting sponsors AK Steel Foundation, Applied Energy Products, ASTAR Air Cargo USA, City of Fairfield, Deltec, Inc., Hader Roofing and Furnace Co., Hixson Architecture Engineering Interiors, Keidel Supply Co., Messer Construction, Phillips Edison & Co., Rhodia, Inc., Senco Brands, Inc., Viox Services; and Allied Construction sponsors Al Neyer Inc., Danis Building Construction Company, e b miller contracting, inc. and Pioneer Cladding & Glazing.

Rick Hampton, senior vice president at Hixson, started volunteering with PWC after a neighbor encouraged him to join his volunteer crew roughly 20 years ago. A few years later, he approached other leaders at Hixson with the hopes of putting together a Hixson volunteer crew.

"Our people enjoy it a lot," said Hampton. "There's a huge amount of pride in the work we're able to do. We give back to the community in different ways but we much prefer giving our talents. When you can help someone replace their porch, that's valuable."

PWC's VIP changing the community - one volunteer at a time



This young lady from World Changers spent a week with PWC's Volunteer Program.

PWC's Volunteer Involvement Program is one of the largest in the tri-state with over 6,000 volunteers, offering many opportunities for people to become involved. Our volunteers enjoy helping out in their local communities and seeing the immediate, visible impact to their neighbors.

Opportunities to volunteer at PWC include field service, home improvement Saturdays, Prepare Affair, Repair Affair, and the Oscar Night gala — but many volunteers create their own groups and projects with the assistance of Volunteer Manager, Sara Bourgeois. Many homeowners just need a little help with something as minor as changing a light bulb that's hard to reach or yard work.

"We are still doing many of the same things that we have always done such as yard work projects

with student and corporate groups and minor home repairs with the skilled field service volunteers. The part that is evolving is the partnerships," said Bourgeois. "The World Changers, St. Xavier, and construction companies have really added value to our mission."

For example, a home in Avondale that had many typical repairs done during Repair Affair by a church group, needed the box gutter repaired. Hadar Roofing contacted PWC offering a couple of roofers for a few hours.

As another example, St. Xavier High School partners with PWC for monthly service days. Each month 20-30 students volunteer at clients' homes performing many various tasks. Sara has been able to communicate the project details with the students using Facebook which has vastly improved our relationship.

PWC had the privilege of working with a few special volunteer groups again this year. The World Changers volunteer group, who has been working with PWC for four years, brought hundreds of high school students the week of June 28 and tackled more home maintenance projects like porch staining, ramp building and repair and more. Group Work Camps, hosted by SELF in Butler County, brought 400 high school students mid-July and worked on 60-70 projects throughout Middletown. And the faith-based group, Know Sweat, also sent five groups to PWC this summer.

More volunteer opportunities are available as 2012 come to a close. The 25th Annual Prepare Affair is Saturday, Nov. 10 with nearly 3,000 volunteers expected to serve almost 1,000 elderly homeowners. Sign-up today at: www.pwchomerepairs.org!

A new employee sees the PWC vision

by Aaron Grant

I had been working with PWC for four months when we began a bathroom modification project at Ms. Vermillion's house. Since my first day with the company, I had been learning a great deal about the technical aspects of making homes more accessible. Somewhat unwittingly, however, I was about to learn much more about the social aspects of PWC's work.

Lesson one: Focus On Clients

This particular job was slightly different, because the homeowners weren't living in the home. The house had experienced toxic levels of mold contamination, but through the City of Covington's emergency repair program, the affected areas had been contained and repaired. The process was lengthy and had required Ms. Vermillion and her husband to stay with her sister for several months. In addition, Ms. Vermillion had recently undergone both knee surgery and cancer treatment, and needed full-time assistance while she recuperated.

At first, the homeowner's absence seemed to make things easier. We weren't in anyone's way, we could start work extra early in the morning, and we could listen to Jammin' Oldies on the radio as loud as we wanted. But, after a few days on the job, I noticed that without Ms. Vermillion's presence, I had begun to feel disconnected from one of our defining values: the focus on the client. We are accustomed to working with homeowners to seek regular feedback and interaction, as well as sharing with them the excitement of making the home more accessible. I began to realize how important this is to fulfilling our mission. Clients are not bystanders in our work: they are stakeholders

and partners in restoring value to our community. Ultimately, Ms. Vermillion and her husband were able to return to their home and see us add the final touches. And, as it turns out, she loves the Jammin' Oldies too.

Lesson 2: Foster Teamwork

Being a novice, I relied heavily on excellent instruction from my partner, Roger. When his skills were needed elsewhere, our capable supervisor, Brad, sent Eliot to the job to help. As one of our most talented and efficient carpenters (and current employee of the year!), Eliot was a great asset for the project. When he, too, was needed at another site, I partnered with Wade, yet another experienced and resourceful tradesman. We were able to make these staff changes relatively smoothly, with each team member comfortably picking up where the other had left off. I began to appreciate the value of working with a team of people who are real professionals, and are at the same time conscious of the technical needs of a job and conscientious of the needs of the homeowner.

Lesson 3: Use our resources wisely

Eventually, the necessities of the job began to stretch our project budget, but we were able to take advantage of our annual Repair Affair event and use the time and talent of our dedicated volunteers to help us see the project to its completion. I was given the privilege of supervising a volunteer crew to paint the newly modified bathroom, install an exterior safety handrail, and clean up the yard. It became clear to me that one of the most important aspects of PWC is our ability to leverage this community support to complement our financial resources and broaden our impact. Our volunteer program enhances our



Aaron Grant

ability to meet the needs of low-income homeowners, and it provides an opportunity to involve more community members in the effort to save homes and restore community pride.

Learning Cooperatively

Over the course of one project, I had been an apprentice, an independent worker and a volunteer supervisor. I had built relationships with PWC employees, volunteers and—most importantly—the client herself. Ms. Vermillion had gone from being exiled from her own home to happily helping us clean her newly installed walk-in shower.

The experience had been both professionally challenging and personally fulfilling. Thus, though I joined the PWC team in order to help provide a public service, I myself had become one of our beneficiaries. In just one job, I had experienced our core values and realized how fortunate I am to be a part of the PWC story.

Caroline a grateful client

Eighty-eight year-old Caroline of Roselawn was only 12 when she took a horse drawn wagon from her grandfather's rural Mississippi farm to the train station so she could go to Cincinnati to live with her parents. They had moved up north to find work, and sent for the children one-by-one when they had the money.

Caroline was aghast as the train pulled into the city and she saw taller buildings than she ever dreamed imagine. She asked the cab driver how people reached the top. "Stairs," he answered, and she was puzzled. She had never seen stairs before, as she was accustomed to living on one level.

Now, 76 years later, she is trapped by the stairs in her own home because they limit her mobility – or at least they did before she received help from PWC.

Caroline suffered a stroke last year, then a life threatening blood clot - all which made her mobility difficult. Her daughter Marie, age 70, has moved in with her mother to provide her with round the clock care, but didn't know where to turn for help with the front steps.

"I was worried my mom would fall," Marie said. "But a friend told me about People Working Cooperatively."

That phone call turned into more than a ramp for Caroline. She received

free home weatherization, insulation, a new refrigerator, grab bars – and she's on the waiting list for a modified bathroom.



Employee Aaron Grant with client Caroline.

It's all "been a blessing" for the kindly mother of two, who has spent most of her life caring for others. She worked at Christ Hospital in housekeeping for many years and then turned to feeding nursing home residents to give back to those without families to love them.

"I tell people that the life you live speaks for you, and I've lived a good life.

Every year I would bring people from the nursing home to my home for the holidays. Set the table with my china, cloth napkins folded just right – only the best. People need to be loved, be touched and there are so many people in this world who have no one. Every year we'd bring the people, and they'd be dressed like they were going to church...I just wanted them to be happy, to be loved.

"...Now, I'm the one who is being blessed. These young men (like Aaron Grant) when they came out here to help me were so kind. They treated me with such kindness and respect. And I've had the children come out and rake my leaves (for Prepare Affair), too. So sweet. I'm just so thankful for People Working Cooperatively, so thankful. The ramp is more than I ever imagined. It's all so wonderful. I tell everyone about People Working Cooperatively."



Henlein focuses on partnerships

Since 1983 Ron Henlein has served as a volunteer and board member for People Working Cooperatively. This year, he joined PWC's staff as Director of Corporate/Community Partnerships. Prior to joining PWC, he spent almost 13 years as District Manager with The Home Depot. Prior to that, he held the position of District Manager with Furrow Building Materials for 14 years.

Ron will introduce PWC to new partners and relationships that will help the agency grow awareness and fundraising dollars. He recently helped bring together PWC's Ramp it Up for Veterans event and new partnerships with The Home Depot, Senco and others.

"I have seen first hand over the last almost 30 years at PWC both the enormous need as well as the incredible work performed by a dedicated staff and very skilled associates alongside thousands of volunteers," said Henlein. "I was excited to join such a passionate client-focused organization, one that makes a very tangible impact in the lives of so many, everyday, all year long."

Ron also currently serves as one of the founding board members of a new non-profit start-up called the Cincinnati ToolBank.

How PWC's program funding has changed

What would you do if the core funding of your organization or your personal household grew but the ways in which you could spend those dollars were restricted?

Well, that is exactly what is challenging People Working Cooperatively in 2012. If we go back to 2006, PWC's income to support our Repairs program stood at a very healthy 45% of our total revenue from funders. This year only 20% of our total revenue stream can be committed to repairs.

How does that happen? As the economic climate and the increased emphasis on energy conservation and weatherization have gained a foothold in funding available from federal, state and local government, more funding has become available to PWC for performing weatherization and energy conservation education. As this shift of governmental funders' interests has taken place, our revenue available for repairs has decreased proportionately.

This funding shift is a major challenge for PWC. Repairs have been at the core of our business for

over 37 years and is our skilled area that gave rise to our "Whole House" strategy for providing low-income homeowners a comprehensive set of services. PWC will not weatherize a home if there are major system repairs which need to be completed



first. It doesn't make much sense to insulate an attic if the roof is leaking. What happens when you cannot repair the leak in the roof? We do our very best to leverage various funding sources to accomplish our "Whole House" approach to making homes safer and allowing our clients to remain where they long to be, home. So when our repairs funding

diminishes, our job becomes more difficult. However, even the best intentions fall short many times when funding is weighted heavily to one service.

You can help with your donations! Your ideas for new funding are welcome any time. If you know of a corporation, a public or private foundation, or an individual who shares our mission, we would like to hear from you.

Please call Chris Owens, VP of Development, 513-482-5118 or Bill Hitch, Director of Business Development, 513-482-5101.

2011 Agency Accomplishments

- Launched a new social enterprise, Whole Home
- Became a Home Weatherization Assistance Program provider in Indiana
- Administered new federal stimulus funds in Indiana
- Implemented new Department of Energy award for WIPP (see page 7)
- Oscar Night America nets \$154,000 for Modifications for Mobility program
- Reached 5.2 million people nationally through mention in Associated Press news story on the aging population in Appalachia
- Named in Enquirer Media's "Best Places to Work" in 2011 (and 2012)
- CFO Bill Brammer named CFO of the Year by the Business Courier
- 2011 Honoree for Better Business Bureau's annual Torch Award for business ethics
- 958 volunteers contributed 4,250.5 hours to assist 130 low-income homeowners for 29th annual Repair Affair
- 2,388 volunteers at the 24th annual Prepare Affair contributed 8,038 hours to assist 934 elderly and disabled homeowners



2011 numbers & statistics

Operating Expenses

Energy Services	\$7,237,435	49.90%
Repair Services <i>(includes modifications)</i>	\$4,757,165	32.80%
Volunteer Services	\$441,550	3.04%
Fund Raising	\$157,225	1.08%
General & Admin.	\$1,909,315	13.17%
Total	\$14,502,690	100.00%

Funding Sources

Corporate	\$4,281,806	29.44%
Government	\$8,775,690	60.33%
United Way	\$144,192	0.99%
Contributions	\$1,009,650	6.94%
Inkind Donations	\$290,575	2.00%
Miscellaneous	\$44,619	0.31%
Total	\$14,546,532	100.00%

Client Demographics 2011

Households served	7,647
Individuals served	16,526
Individuals under 18	5,087
Income AT or below 30% of the median	4,954
Income between 31% & 50%	2,693
Headed by someone over age 60	3,712
Single Parent Head of Household	1,822
Households including a disability	2,193
African American	6,918
Caucasian	8,316
Other	1,292
Male	6,348
Female	10,178

Services {by job type}

Energy Education/Conservation	8168
Plumbing	1243
Furnace/ AC-Repair/ Replacement	1150
Roofing & Gutters	284
Structural, Other	730
Electric	217
Accessibility	432
Lead	123
Volunteer Services	1667



Donations 2011

Thanks to every donor who contributed to PWC in 2011. If we missed you in this listing please contact Christine Owens at 513-351-7921. Thank you for another great year!

Program grants

Capital

The Louise Taft Semple Foundation
The Sutphin Family Foundation
The Thomas J. Emery Memorial

Home Repairs

Dearborn Community Foundation, Inc.
The Community Foundation of West Chester/Liberty
Hamilton Community Foundation
Middletown Community Foundation
SC Ministry Foundation
Scripps Howard Foundation
Weathering the Economic Storm Fund,
a Partnership of Funders Managed by
The Greater Cincinnati Foundation

Modifications for Mobility

The Carol Ann and Ralph V. Haile,
Jr./U.S. Bank Foundation
Charles Moerlein Foundation, Fifth
Third Bank, Trustee
The Community Foundation of West
Chester/Liberty, The Joe Busam
Foundation Fund
Hatton Foundation
The Health Foundation of Greater
Cincinnati
Omnicare Foundation
The R.C. Durr Foundation, Inc.
Robert H. Reakirt Foundation, PNC
Bank, Trustee
The Wohlgemuth-Herschede Foundation

Volunteer Involvement Program

Citi

Program Funders

Boone County Human Services
Campbell County Fiscal Court
City of Cincinnati
City of Middletown
Duke Energy
Hamilton County Department of
Development

Kenton County Fiscal Court
Ohio Department of Development
State of Indiana, Indiana Housing and
Community Development Authority
State of Ohio, Office of Energy Efficiency
U.S. Department of Energy
United Way of Greater Cincinnati
Warren County United Way

United Way Designations

Ms. Bernice W. Alexander
Ms. Kimberly A. Atkins
Ms. Larita Y. Aubespain
Mr. Charles J. Barr
Ms. Kathryn A. Beck
Mr. Christopher S. Bell
Ms. Becky M. Bender
Mr. Thomas R. Binzer
Ms. Ann H. Blocksom
Ms. Sara Bourgeois
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Ms. Bev A. Dullaghan
Ms. Delores M. Dunham
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Mr. Mark S. Fynewever
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Ms. Judith A. Gissy
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PWC named one of the Enquirer's Best Work Places, second year in a row!

The best places to work in Greater Cincinnati and Northern Kentucky share these traits: Conviction by employees that their work is valued and their ideas sought out; confidence that top managers are leading their businesses in the right direction; and commitment from every level to finding better ways of producing products and delivering service. This award was presented to PWC from Enquirer Media in 2011 and 2012, in partnership with Workplace Dynamics.

Our associates were surveyed earlier this year and they affirmed that PWC is one of the "Best Places to Work" in Cincinnati for the second straight year.

The survey from Enquirer Media measured four major areas including: direction, conditions, execution, and managers. PWC scored the highest in conditions – 11th in the overall results. Some of the employee comments included:

- they felt appreciated
- they felt "part of something meaningful"
- they felt strongly committed to the agency's mission

We are very excited to be recognized as a Best Place and will continue to work hard at getting better each year.



Helping Leah stay comfortable

Sixty-nine year old Leah of Franklin was battling terminal cancer – fighting to stay well and live life to the fullest. But her fight to live was made more difficult by the discomfort of her home – it was cold in the winter and too warm in the summer. To make matters worse, her electric bills were sky high – often forcing her to make the choice between utilities and life-saving medication. She didn't know where to turn for help – until she heard about PWC.

Leah had heated her home of 35 years with baseboard heaters, and cooled with window air. With services from the Targeted Energy Efficiency (TEE) Program, PWC provided blown attic insulation and fiberglass insulation plus vapor barrier inside the crawl space. Through the Electric Partnership Program (EPP), PWC also installed a new electric furnace, heat pump, and ran ductwork through out her home. We disabled the baseboard heaters and took out the window air conditioners.

With the work that was done on Leah's home, her summer cooling bill went on average from \$300 to \$100 a month. When the county inspector surveyed PWC's finished work, he told Leah what a great job it was and how it had truly improved the quality of life inside her home.

Leah has been told that she has less than two years to live, and is grateful for the improved living conditions that make her more comfortable in her own home.

"I never had cold air blowing in my kitchen," she said. "You guys did a great job".

2011 Annual Report

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Our Mission

People Working Cooperatively performs essential repairs and services so that low-income homeowners can remain in their homes living independently in a safe, sound environment.

Our Core Values

- Focus On Clients
- Foster Teamwork
- Do Our Best Work
- Use Our Resources Wisely
- Build Partnerships

Contact Us

People Working Cooperatively
4612 Paddock Road
Cincinnati, OH 45229
(513) 351-7921
www.pwchomerepairs.org

Whole Home Showroom
6543 Harrison Avenue
Cincinnati, OH 45247
(513) 482-5100
www.wholehome.org



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