

Pennyrile Allied  
Community Services, Inc.

# ANNUAL REPORT

## 2024-2025









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Harold Monroe, CEO

Come gather 'round people, Wherever you roam,  
And admit that the waters  
Around you have grown, And accept it that soon  
You'll be drenched to the bone,  
If your time to you is worth savin'  
And you better start swimmin', Or you'll sink like a stone  
For the times they are a-changin'.

–Bob Dylan 1964

# Executive Director Report

Since 1966, PACS has been at the forefront of community empowerment since its creation which consisted of Christian, Todd and Trigg Counties. In 1974 PACS expanded into a 9-county Community Action Agency to include the entire Pennyryle Region of West Kentucky. From our humble beginnings with 19 employees and total funding of \$845,347 we have grown in our presence and ability to help empower our communities with almost 300 employees and total funding for FY2025 of \$22,947,201.

During our tenure, our vision and purpose have been and have remained the same. We desire PACS to be the recognized leader in addressing poverty and improving the quality of life in the communities of Pennyryle. And while our approach, tactics and work may have changed during this time our goal remains the same which to “Empowering low-income individuals to become self-reliant through community service, assistance, education, and partnerships.”

As we *reflect* on FY2025 we started the year fresh off of the COVID period with major changes and disruptions to the workflows and expectations that not only impacted and changed the way we did our jobs but enabled major leaps in efficiency such as the use of technology, personalized scheduling in our scheduling and data collection to process as many needs as possible during this time.

As we *finish* FY2025 we see major headwinds with regards to funding, uncertainty of which programs or services may be changed and, in some cases, terminated altogether. Combined with the difficulty in attracting and retaining staff, we have many areas to be concerned about. However, we finished the year with major improvements in the supply chain which hampered everyone and everything during the COVID era which brought much relief to many of the things we rely on to meet the needs of our communities.

What I do know, or at least have faith in, is that just as in 1964 when Bob Dylan wrote, ‘The Times they are a-Changin’ when Community Action was created with the 1964 Economic Opportunity Act we have responded, adjusted and met the challenges of that day and PACS and all the 1,100+ community action agencies throughout the USA will meet the challenges of today as well as of tomorrow. During this period of what at times seems like insurmountable challenges we are facing, it would be easy to throw up our hands in desperation. However, in concluding my report I choose to find encouragement from Gene Kranz, Flight Director at Mission Control when he famously said when facing the dire situation of the Apollo 13 mission, **“With all due respect, sir, I believe this is going to be our finest hour”!**

Harold Monroe, CEO

# Board of Directors

## 2024-2025

Judge Stan Humphries  
**Chairman**

Diane Ford-Benningfield  
**Vice-Chairman**

Don Robertson  
**Secretary**

### **CALDWELL COUNTY**

Mary Blanchard  
Sheila Gates  
Judge Dakota Young

### **HOPKINS COUNTY**

Brook Johnson  
Mayor Kevin Cotton  
Judge Jack Whitfield

### **MUHLENBERG**

Delila Bush  
Judge Mack McGehee  
Mayor Ed DeArmond

### **CHRISTIAN COUNTY**

Jayne Tandy  
Beverly Watkins-Leroy  
Carter Hendricks  
Mayor James R. Knight  
Judge Jerry Gilliam

### **LIVINGSTON COUNTY**

James Rushing  
Crissy Carter  
Judge Michael Williams

### **TODD COUNTY**

Wanda Brown  
Mayor Arthur Green  
Judge Todd Mansfield

### **CRITTENDEN COUNTY**

Judge Perry Newcom  
Robert Kirk  
Diane Ford-Benningfield

### **LYON COUNTY**

Thomas Owen  
Don Robertson  
Judge Jaime Green-Smith

### **TRIGG COUNTY**

Natalie Dixon  
Chirstina Parker  
Judge Stan Humphries

Rachel Newman, Aging Director

# Aging Programs

## 2024-2025

There are four individual programs that make up the PACS aging programs: **Title III, Homecare, SCSEP, and SHIP.**

Each program is very dependent on the other for a successful operation in our counties. The Senior Citizens Centers are funded through the Older Americans Act, Title III, Home Care, and USDA.



### TITLE III

July 1, 2024-June 30, 2025

**21,981**

Rides with Senior Shuttle

**207**

Contacts with Outreach

**1,425**

Contacts with Information  
& Assistance

**4,379.5**

Homemaker Hours

**70,893**

Meals served at the Center  
Congregate/Curbside Meals

**99,419**

Home-delivered meals

The Title III program is contracted through the Pennyrile Area Development District with funding from the Older American's Act. All services are at no charge to individuals 60 years and older. Donations are encouraged and these donations are budgeted back into the county where the donation is received. Donations are particularly important as they are used to expand services in that county.

### Home Care/ESMP Home-Delivered Meals

July 1, 2024-June 30, 2025

**64,234**

ESMP Home-delivered meals

**1,929**

Hours of Personal Care

**7,564**

Homemaker hours of housework

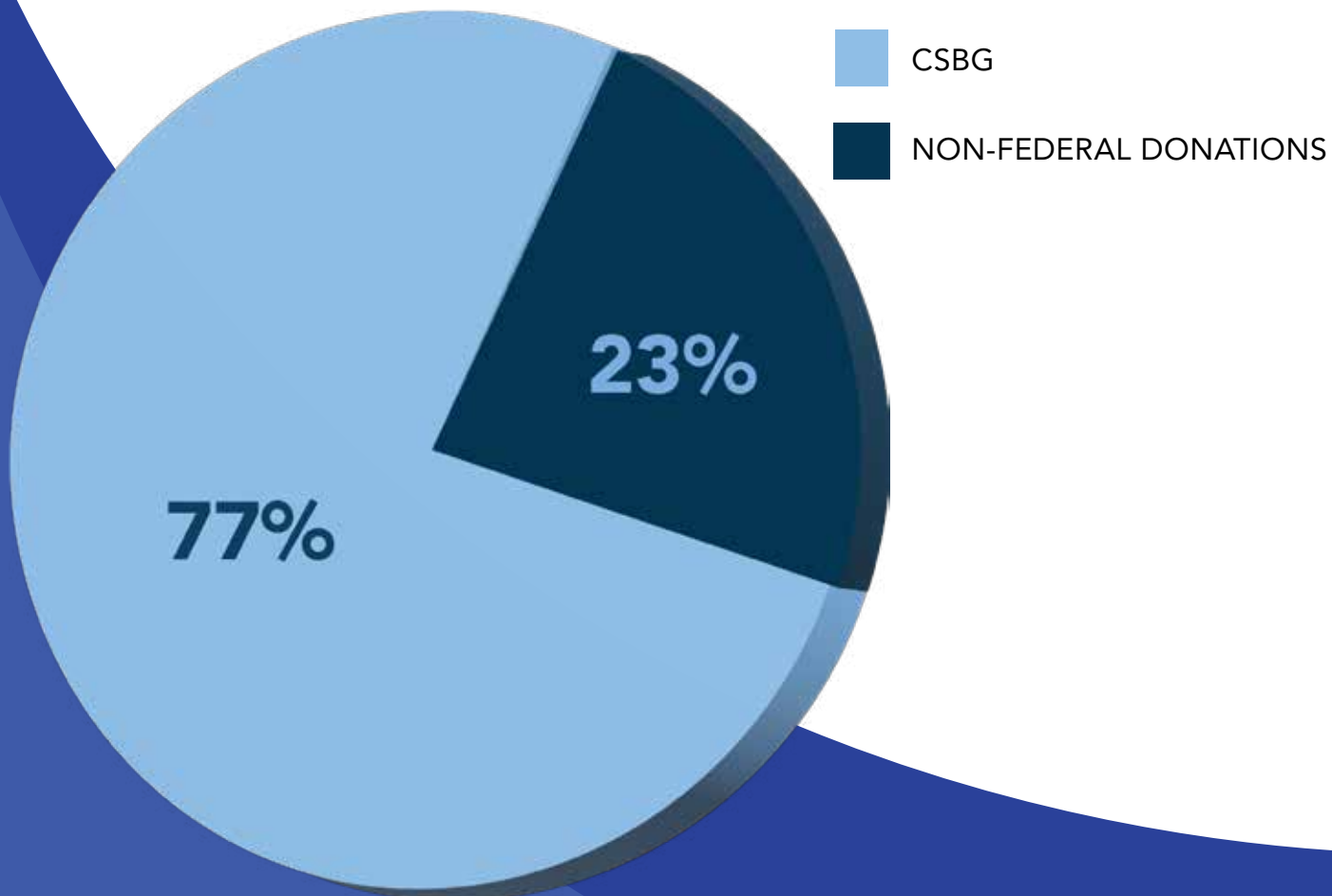
Home Care is state-funded through the Department of Aging and Independent Living and the Pennyrile Area Development District. This program provides in-home services to seniors who have functional impairments that may prevent them from completing the activities or instrumental activities of daily living. Home Care clients must be assessed by a case manager to be declared eligible for this program. There is no charge for these programs, but donations are encouraged to help expand services.

# Community Services

**Krista Groves, Director**

Pennyrile Allied Community Services, Inc. (PACS) administers the Community Services Block Grant Programs (CSBG) through a contract with the Cabinet for Health and Family Services, Department for Community Based Services. CSBG is designed to address the needs of the low-income residents and to assist them with working towards becoming self-reliant.

Through CSBG, various non-federal funding, case management, home visits, telephone calls, referrals and community involvement PACS Community Services has assisted over 564 households with over \$109,604 in one of the following areas of need: Employment, Education, Housing, Income and Asset Building, Health and Civic Engagement. The Community Service Coordinators housed in each of the nine counties provide emergency assistance through CSBG funding. PACS Coordinators also provide case management to individuals and referrals to community partners to assist clients with employment, financial management, education concerns, cooking/shopping on a budget and maintaining a home. The focus of CSBG is to provide services as part of case management, which in turn leads to self-reliance.

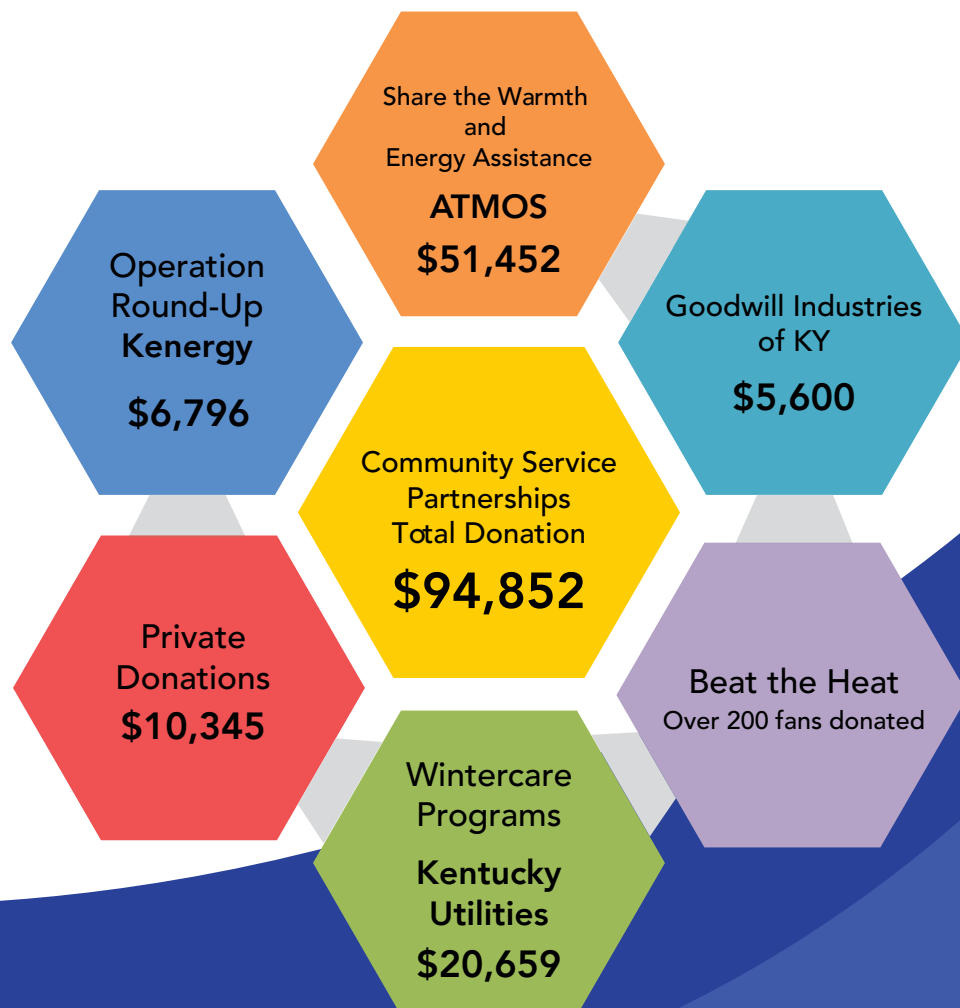




# Low-Income Home Energy Assistance Program (LIHEAP)

The Low-Income Home Energy Assistance Program (LIHEAP) helps keep families safe and healthy through initiatives that assist families with energy costs. Over 14,187 applications were completed in the Pennyryle area with clients receiving \$2,772,453 in home energy assistance benefits.

- LIHEAP Summer Subsidy component operated from July 2024 to September 2024 with 3,267 applications completed and clients receiving \$622,973 in energy assistance benefits.
- LIHEAP Fall Subsidy component operated from October 2024 to December 2024 with 3,009 applications completed and clients receiving \$489,238 in energy assistance benefits.
- LIHEAP Winter Crisis component started January 2025 and ended March 2025 with 5,424 applications completed and clients receiving \$1,237,494 in energy assistance benefits.
- LIHEAP Spring Subsidy component started April 2025 and ended May 2025 with 2,487 applications completed and clients receiving \$422,748.



**Krista Groves, Director**

# Family First Preservation Programs

**Amelia Morris**, *Director*



These in home services are designed to prevent the removal of children from their families. FFP serves all 17 counties in Western Kentucky. Services are provided through a variety of evidence-based practices and include but not limited to parenting skills, assisting with the reunification of families, advocacy, and community resources.

## MI Interviewing

MI is a method of counseling used to promote behavior change by encouraging clients to consider their personal goals and what they are doing to work towards these goals.

- Length of Time: 3 hours per week for 13 weeks
- Maximum Caseload: 6
- Age 0-18

## Family Functional Therapy

FFT is a short-term prevention program for at risk youth with behavioral or emotional problems. It focuses on developing a positive relationship between family members.

- Length of Time: 1.5 hours per week for 12-15 weeks
- Maximum Caseload: 6
- Age 11-18

## Homebuilders

Provides intensive in-home counseling and support services for families who have children at imminent risk of removal or reunification.

- Length of Time: 10 hours per week for 4 weeks
- Maximum Caseload: 2
- Age 0-18

## Trauma-Focused Cognitive Behavioral Therapy

TF-CBT is an evidence-based intervention for children and adults who have symptoms associated with trauma exposure.

- Length of Time: 1-1.5 hours per week for 8-25 weeks
- Maximum Caseload: 6
- Age 5-17

## Parent-Child Interaction Therapy

PCIT is an evidence-based intervention in which parents are coached by a trained therapist in behavior management and relationship skills.

- Length of Time: 1 hour per week for 12-20 weeks
- Maximum Caseload: 6
- Age 2-7



# Families Served 2024-2025 Fiscal Year

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## Motivational Interviewing

**Families Served: 124**

**Largest Amount Served (County)**

**McCracken County - 26**

## Family Functional Therapy

**Families Served: 49**

**Largest Amount Served (County)**

**Christian County - 6**

## Homebuilders

**Families Served: 31**

**Largest Amount Served (County)**

**McCracken County - 6**

## Trauma-Focused Cognitive Behavioral Therapy

**Families Served: 6**

**Largest Amount Served (County)**

**McCracken - 2**

## Parent-Child Interaction Therapy

**Families Served: 14**

**Largest Amount Served (County)**

**McCracken County - 5**



### About the Program:

The kynect program is a subcontract with Community Action of Kentucky through the Kentucky Cabinet for Health and Family Services. The purpose is to provide enrollment assistance and bring awareness to the [kynect.ky.gov](http://kynect.ky.gov) portal that allows Kentuckians to apply for Medicaid, SNAP, CCAP, and other state sponsored benefits. All staff are certified by the Kentucky Health Benefit Exchange.

#### FY24-25



	<i>Hours Spent on Enrollment Assistance</i>	<i>Hours Spent on Outreach</i>	<i>Locations where Materials were distributed</i>	<i>Community Contacts</i>	<i>Community Outreach Events Attended</i>
Caldwell	133	335	340	1235	25
Crittenden	43	274	148	445	23
Livingston	29	250	139	516	24
Lyon	153	318	159	682	24
Christian	386	422	183	2833	26
Hopkins	74	475	189	296	22
Muhlenberg	98	248	118	317	24
Todd	143	457	88	1624	24
Trigg	304	476	354	2006	25
<b>TOTALS</b>	<b>1372</b>	<b>3252</b>	<b>1718</b>	<b>9954</b>	<b>217</b>
Total Health Insurance Applications Resulting in Enrollment	303				
Total SNAP Applications	21				
Total CCAP Applications	1				

Region 1 Kynect Staff			Region 2 Kynect Staff	
Kelsey Peters	Audra Durham	Michelle Pendleton	Teresa Newton	Kayla Curcio





# Retired & Senior Volunteer Program (RSVP)

The Retired and Senior Volunteer Program (RSVP) recruits and places volunteers that are fifty-five years of age and older in public agencies, secular or faith-based private/public non-profit organizations, or proprietary health care organizations. RSVP offers flexibility and choice as it matches the personal interest and skills of older Americans with the community needs throughout Caldwell, Christian, Hopkins, Lyon, Muhlenberg, Todd, and Trigg Counties.

RSVP is federally funded by AmeriCorps Seniors and matched with local money from Fiscal Courts in Christian County, Hopkins County, Muhlenberg County, Trigg County, United Way of the Pennyryle, and Fundraising.

RSVP's fiscal program year runs April through March. RSVP had a total of 329 volunteers who donated 61,808 service hours at 57 stations doing 83 different jobs throughout our seven counties. The Independent Sector estimated the value of a volunteer's time in Kentucky at \$34.79 per hour. Multiplying that number by the number of hours served was a savings of over \$2,150,300.32 to the non-profit, government agencies, and proprietary health care organizations helped by RSVP Volunteers for 2024-2025.

<u>County</u>	<u>Volunteers</u>	<u>Volunteer Hours</u>	<u>Stations</u>	<u>New Volunteers</u>
Caldwell County	21	4498	5	6
Christian County	59	9897	15	4
Hopkins County	63	16430	10	11
Lyon County	13	3356	4	0
Muhlenberg County	53	7689	6	7
Todd County	50	3353	7	0
Trigg County	70	16585	10	24
Total	329	61808	57	52

**\*\*All numbers and hours are unduplicated totals\*\***

## Retired & Senior Volunteer Program Accomplishments

- PACS-RSVP has collaborated with local senior citizen centers to enhance support for clients participating in the Meals on Wheels program.
- PACS-RSVP collaborated with local first responder agencies to provide gift baskets in commemoration of the 9/11 Day of Service.
- PACS-RSVP collaborated with the New Harmony Women in Action group to distribute dresses, sanitary napkins, boys' shorts, and panties to adolescents in Africa, as well as providing toiletries and children's care packages to local disaster victims.
- PACS-RSVP collaborated with Pennyryle RC&D to enhance the Take Kids Fishing events, Nature Fest, Water Fest, Butterfly Fest, Christmas at the Bend, and Torch Light Tales. These initiatives are designed to provide educational experiences in nature, offering children engaging and hands-on opportunities to learn.
- PACS-RSVP has collaborated with Christian County Recreation to provide support for the events of the senior games.
- PACS-RSVP collaborated with the local IRS office to deliver essential information regarding tax fraud during the senior games.
- PACS-RSVP collaborated with the local educational system and the 4-H Extension Office to facilitate an immersive learning experience known as the Reality Store.
- PACS-RSVP has collaborated with the Christian County Literacy Council to supply educational bags for all Kindergarten classes throughout Christian County.
- PACS-RSVP has collaborated with local churches to offer complimentary laundry services at a community laundry facility.
- PACS-RSVP collaborated with local Girl Scout troops to distribute treat bags to all home-delivered meal clients during the holiday season in Lyon County.
- PACS-RSVP collaborated with the West Kentucky Blood Drive to organize two blood donation events at local senior centers.
- PACS-RSVP collaborated with the Western Kentucky Veterans Center to supply essential daily items required by residents in commemoration of Veterans Day.

# Transportation

The Transportation Program's primary purpose is to provide safe, reliable, and affordable transportation to the Pennyrile area. PACS serves Christian, Crittenden, Hopkins, Livingston, Caldwell, Lyon, Muhlenberg, Todd, & Trigg counties in the Pennyrile area. We at PACS Transportation are proud to be providing the residents of the Pennyrile Area with a service to meet their transit needs.

## FY 25 Report of Operations

Days of Service	310
Total Trips	153,195
Total Miles	2,363,832
Public Transportation Trips	31,475
Public Transportation Miles	157,047
PACS Medicaid Trips	86,929
PACS Medicaid Miles	1,517,634
Sub-Contractor Trips	34,608
Sub-Contractor Miles	682,638
DOC (Department of Corrections) Trips	183
DOC Miles	6,513

\*\*Veteran & Senior Shuttle trips included in the Public Transportation figures

We continue to operate City Transit Systems-PACS bus routes for the city of Hopkinsville (3routes). They provide different routes to different areas of these counties to assist with transit needs and give people the independence to go when they want without having to rely on someone else to take them. Ridership has increased this year.

PACS is still in the process of installing cameras in most of the vehicles with the 5339 funds. We have applied for funds to purchase a new software system. This software will make a huge impact for our scheduling, routing, and client base access.



Kristine George, Director of Transportation

We have purchased a total of 9 buses and 13 transits with the grant funds from 5310, 5311, 5339B, and 5339 this year. We were finally able to replace most of our high mileage vehicles.

We are still working towards building a new transportation building in Hopkinsville to replace the old transportation annex building. Construction started on March 7th, 2025. This construction is looking towards a finish date of December 12th, 2025.



# Weatherization

The scope of the Weatherization program continues to be one of assisting in the achievement of a more helpful dwelling environment and maximum energy conservation for low-income clients.

The priority measure PACS performs on a house or mobile home is checking the energy systems of the dwelling. This includes furnaces, space heaters, fireplaces, water heater jackets, duct wraps and duct repairs if needed, flue repairs, safety materials and safety repairs. A National Energy Audit is performed on each house and a Manufactured Energy Audit is performed on each mobile home PACS serves. These audits show the areas the Weatherization program should address while performing Weatherization Services.

As the second priority, the major infiltration work is completed. This includes repairing and/ or replacing missing doors, panels, panes; missing windows and/or windowpanes; repairs to supply and return ducts; and major envelope holes. The general heat waste priority is then repaired, blocking is installed, attic bypasses are addressed and sealed, roof repair, which is very limited by regulations, is completed. If necessary, the walls of the dwelling are then repaired and insulated. Floors are repaired, ground cover is installed underneath the structure, pipe wrap, and insulation is completed.

## **Pennyrile Allied Community Services, Inc.**

### **Program Progress Review for Annual Report 24-25**

Program: Weatherization

The scope of the Weatherization program continues to be one of assisting in the achievement of a more energy efficient dwelling environment for clients with low income. We accomplish this through subcontractors who install various authorized measures to maximize the energy efficiency of a home. This program is funded through the Department of Energy (DOE) and Kentucky Housing Corporation. There are also Low Income Home Energy Assistance (LIHEAP) funds made available through the Cabinet for Health and Family Services. Through May, we completed 19 jobs, 7 in progress, 13 deferrals, and completed one Weatherization Ready job.

Roy Brunner, PACS COO, CCAP

July 21, 2025



## **ATMOS (C.A.R.E.S.)**

The Demand Side Management (DSM) partnership program with Atmos Gas Company is intended to provide current low-income Atmos Gas residential consumers assistance and advice concerning energy efficient improvements specific to their homes.

The program is offered at no cost to the participant. This program acts as a "piggyback" program in conjunction with PACS Weatherization program to ensure the most energy saving measures are completed to conserve the greatest amount of energy. Caldwell, Christian, Crittenden, Hopkins,

Livingston, Lyon, Muhlenberg, Todd, and Trigg counties are served by CARES.

The goal of this program is to reduce the energy usage of Atmos Gas residential customers.

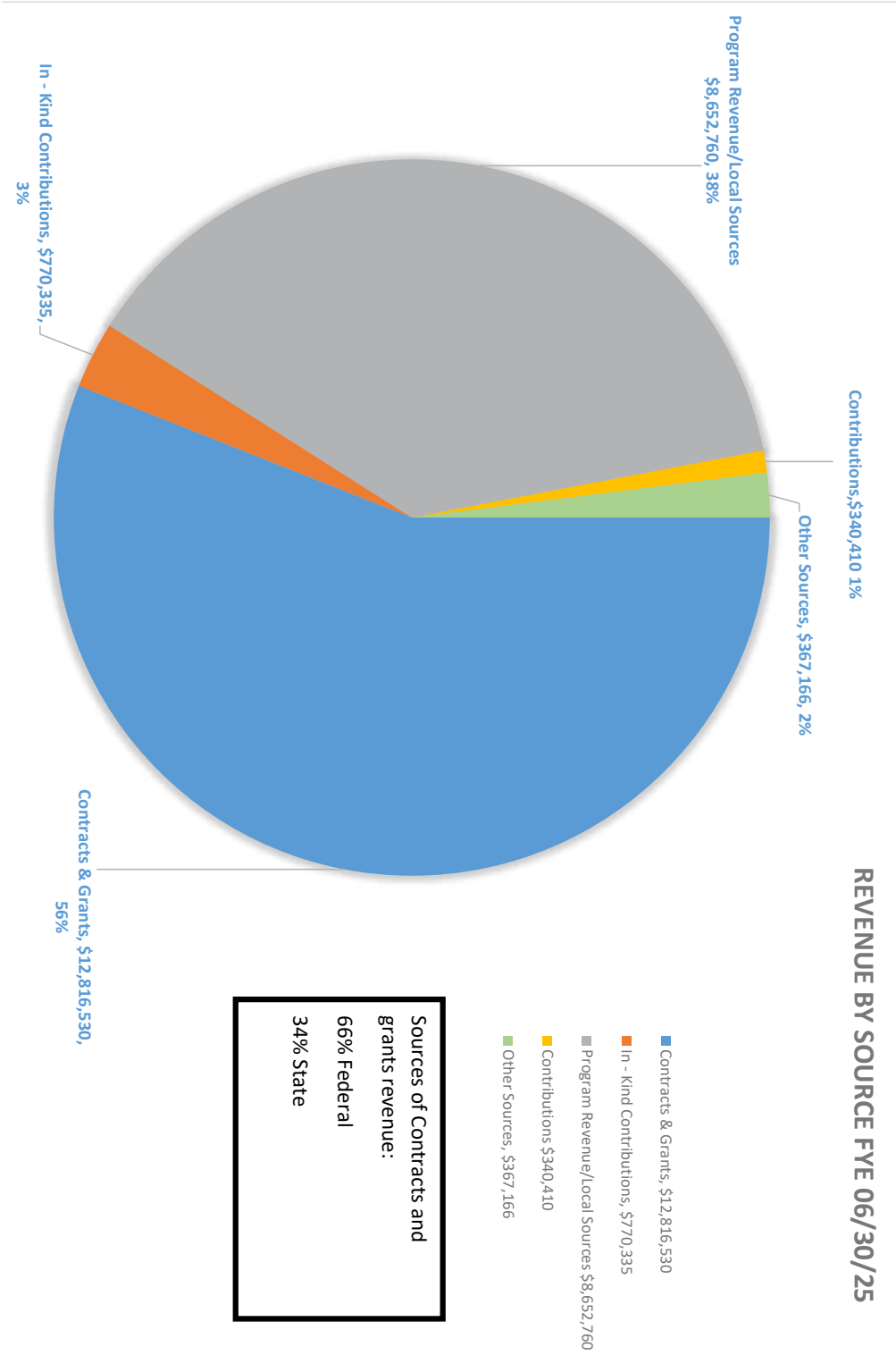
For one to receive the CARES benefits, one must be eligible for PACS Weatherization program.

The program guidelines are based on the 200% OMB Poverty Guideline. These guidelines are based on the number of people in a household and allowable yearly income.

Summary of Financial Activities

Revenue from all sources	\$22,947,201
Expenses from all sources	<u>\$21,757,862</u>
Increase in resources	\$ 1,189,339

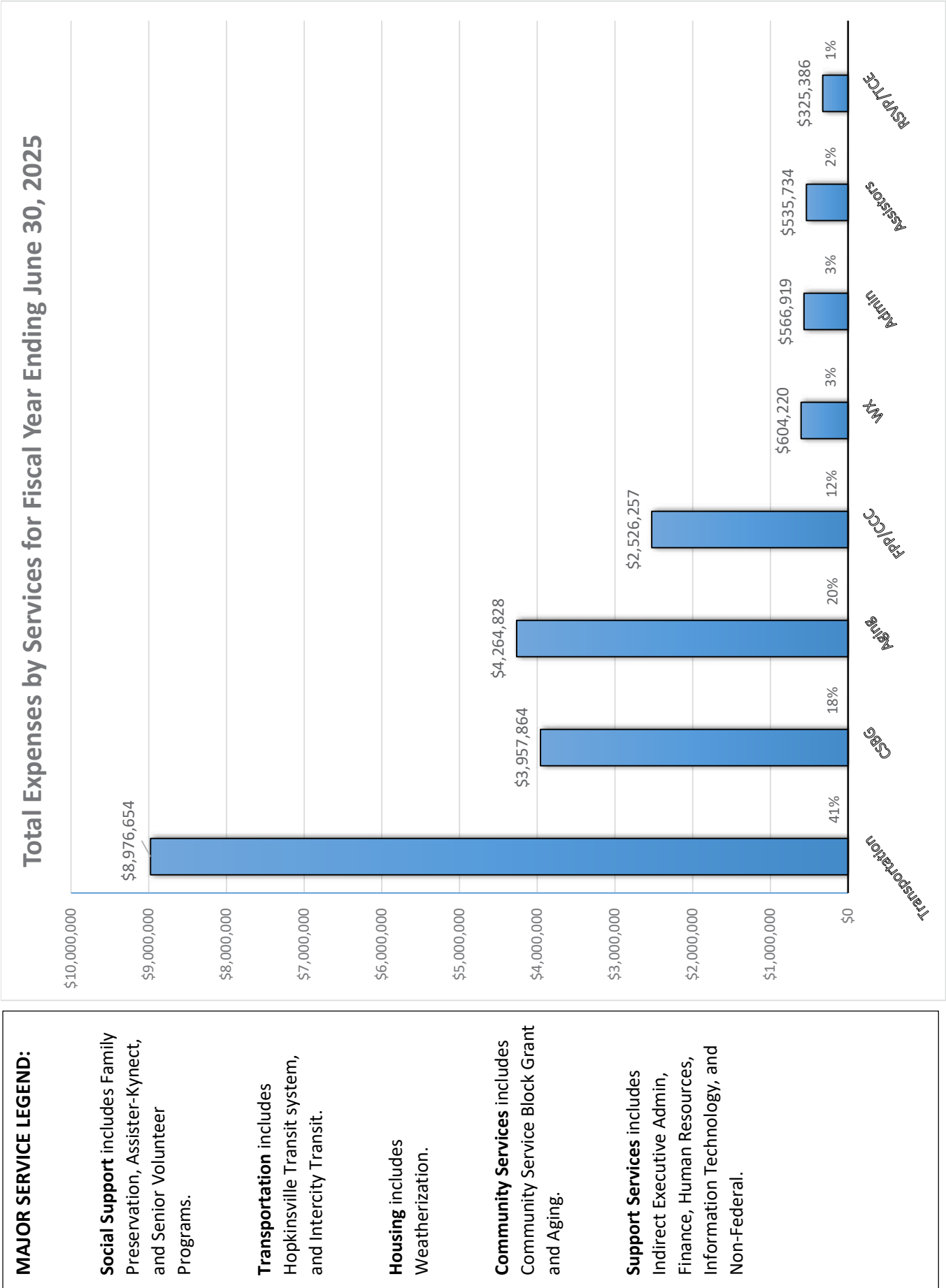
Source: FYE 06/30/2025 unaudited financial statements for Pennrylle Allied Community Services, Inc.



Makka Wheeler  
CFO




# Summary of Financial Activities




# PACS County Offices

## COMMUNITY SERVICES OFFICES



County	Coordinator	Address	Telephone
Caldwell	Olivia Martin	PO Box 283; 307 E. Main St., Princeton KY 42245	270-365-5097
Christian	Chantale Bush	PO Box 549; 1100 Liberty St., Hopkinsville, KY 42240	270-885-4959
Crittenden	Kathey Belt	PO Box 252; 402 N Walker St., Marion, KY 42064	270-965-4763
Hopkins	Gloria Dorsey	PO Box 427; 130 E Branch St., Madisonville, KY 42431	270-824-8114
Livingston	Leigh Lohman	PO Box 373; 404 Court St., Smithland, KY 42081	270-928-2827
Lyon	Kelly Marlows	PO Box 567; 627 Trade Ave., Eddyville, KY 42038	270-388-7812
Muhlenberg	Kelsey Rolley	PO Box 422; 30 Big John Plaza Dr., Greenville, KY 42345	270-388-5080
Todd	Misty Owen	104 Morris Weathers Lane., Elkton, KY 42220	270-265-5422
Trigg	Tiffany Roth	PO Box 268; 312 Main St., Suite B, Cadiz, KY 42211	270-522-3265

## SENIOR CITIZENS CENTER



County	Coordinator	Address	Telephone
Caldwell	Laura Dickey	200 Eagle St., Princeton, KY 42445	270-365-7446
Christian	Rossia Schneider	1402 East 7th St., Hopkinsville, KY 42240	270-886-8885
Crittenden	Jenny Sosh	210 N. Walker, Marion, KY 42064	270-965-5229
Hopkins	Wendy Simms	200 N. Main St., Madisonville, KY 42431	270-821-9173
Livingston	Jenny Sosh	508 Rudd St., Smithland, KY 42081	270-928-2811
Lyon	Jennifer Burchett	PO Box 648; 631 W Dale Ave., Eddyville, KY 42038	270-388-2171
Muhlenberg	Cheryl Spain	55 Career Way, Powderly, KY 42367	270-338-6222
Todd	Kaitlyn Blake	104 Morris Weathers Rd., Elkton, KY 42220	270-265-5935
Trigg	Cissy Lawrence	127 Joy Ln., Cadiz, KY 42211	270-522-8341

# PACS County Offices

## TRANSPORTATION

County	Coordinator	Address	Telephone
Central Office	Kristine George	1111 S. Clay Street, Hopkinsville, KY 42240	270-886-6641
Christian, Trigg, Todd	Cierra Baker	1111 S. Clay Street, Hopkinsville, KY 42240	270-886-7999
Hopkins, Lyon, Muhlenberg, Caldwell, Crittenden, and Livingston	Leah Wheeler	190 Madison Square, Ste. D, Madisonville, KY 42431	270-821-3232

## FAMILY PRESERVATION PROGRAM

The Lakes Region	Address	Telephone
Amelia Morris	1100 S. Liberty, Hopkinsville, KY 42240	270-886-6641
Karen Denny	1419 State Route 45 N Mayfield, KY 42066	270-886-7999
Elle Hancock	1100 S. Liberty, Hopkinsville, KY 42240	270-703-8328
Shelley Noles	1419 State Route 45 N Mayfield, KY 42066	270-821-3232

## RSVP

County	Coordinator	Address	Telephone
Caldwell	Christy Holley	200 Eagle St., Princeton, KY 42445	270-365-7446
Christian	Karen Stratton	1402 W 7th St, Hopkinsville, KY 42240	270-886-8885
Hopkins	Linda Baylon	200 N Main St, Madisonville, KY 42431	270-965-5229
Lyon	Jennifer Burchett	631 W Dale Ave, Eddyville, KY 42038	270-821-9173
Muhlenberg	Cheryl Spain	55 Career Way, Central City, KY 42330	270-928-2811
Todd	Karen Stratton	104 Morris Weathers St, Elkton, KY 42220	270-388-2171
Trigg	Christy Holley	127 Joy Ln, Cadiz, KY 42211	270-338-6222



Pennyrile Allied  
Community Services, Inc.

