Board-Ready Analysis – MountainHeart Community Services, Inc.

2025 Annual Report

This Board-Ready Analysis presents a strategic, data-driven evaluation of MountainHeart Community Services' 2025 program performance, funding, community impact, and organizational strengths and vulnerabilities. All information is based directly on the content provided in the 2025 Annual Report.

1. Funding Overview

MountainHeart's total revenue for 2025 was $18,176,475, consisting of 80% federal funding, 3% state funding, 7% in-kind contributions, and 10% from other sources. Federal funding remains the agency's dominant financial source, which strengthens program capacity but also introduces vulnerability should federal appropriations shift.

Expenditures reflect the labor-intensive nature of service delivery: personnel accounted for 64% of all spending, followed by occupancy (7%), supplies (5%), in-kind (6%), travel (2%), and other program-related expenditures (15%).

2. Agency-Wide Service Impact

MountainHeart served 6,035 families and 14,655 individuals across all programs in 2025. Poverty-level data showed that 2,712 families were at or below 100% of the Federal Poverty Level (FPL), 1,590 fell between 101–200% FPL, and 862 families were considered over-income. An additional 871 families lacked income classification, indicating a need to strengthen data capture.

3. Program Performance by Division

3.1 Birth to Three (Regions V, VI, and VII)

The Birth to Three program served 871 families across 19 counties, demonstrating a high regional reach. The program completed 145 outreach activities, 90 stakeholder and caregiver engagements, 12 parent collaborative events with 150 parents, and facilitated 57 transitions for children entering school-based services. A total of 70 interagency meetings reveal strong collaboration infrastructure.

3.2 Child Care Resource & Referral – Regions V and VI

Region V processed 4,453 childcare provider payments totaling $21.3 million. Provider recruitment efforts supported 183 potential providers and 170 current providers using WV CARES. Over 100 community outreach events were completed, along with extensive training and professional development activities.

Region VI added 50 new childcare providers, supported 79 through WV CARES, and delivered large-scale professional development including 192 virtual training participants, 247 in-person participants, and 59 specialized training attendees. The TRAILS team completed 48 technical support visits.

3.3 Head Start and Early Head Start

Early Head Start served 151 children and maintained 100% enrollment throughout the year. Medical exam completion was 46%, while dental exam completion was 83%. Head Start served 250 children, also with 100% enrollment, and achieved 86% medical and 80% dental compliance.

3.4 Community Services Block Grant (CSBG) Program

Emergency assistance resulted in 6 families avoiding eviction, 58 households preventing utility disconnection, 30 families receiving food assistance, and 495 individuals receiving community resource navigation. These numbers highlight CSBG's role as a rapid-response safety net.

3.5 Eastern Panhandle EITC Coalition

The EITC Coalition completed 2,033 tax returns, generating $424,675 in Earned Income Credits for families. Eight permanent VITA sites and 11 ad-hoc sites provided free tax preparation services, supported by 42 returning and 12 new volunteers.

3.6 Medicaid Waiver Program

A total of 325 seniors and adults with disabilities maintained independent living. Case managers facilitated environmental adaptation installations, medical supply delivery, and crisis support, demonstrating the program's stability and impact.

3.7 Weatherization Program

The Weatherization program delivered energy conservation upgrades, home safety improvements, and insulation services for low-income households. While numerous success stories were reported, annual numerical totals were not provided, indicating a reporting gap.

4. Organizational Strengths and Weaknesses

4.1 Strengths

- High overall impact: Over 14,000 individuals served.

- Strong provider support infrastructure through CCR&R programs.

- 100% enrollment for Head Start and Early Head Start.

- Strong interagency collaboration across programs.

- Effective crisis stabilization efforts through CSBG.

- Medicaid Waiver Program achieved full independent-living retention.

4.2 Weaknesses

- Heavy reliance on federal funding (80% of revenue).

- Early Head Start medical exam rates remain low (46%).

- 871 families with unknown income levels reflect data quality challenges.

- Limited capacity in rural areas and during travel-restricted periods.

- CSBG funding remains insufficient to meet high community need.

- Weatherization lacks quantifiable service output data.

5. Strategic Conclusion

MountainHeart's 2025 performance demonstrates a strong and resilient community action agency with high program output, extensive regional partnerships, and consistent positive outcomes across early childhood, senior support, crisis assistance, and childcare infrastructure programs. Areas for improvement center on data quality, medical access, financial diversification, and rural service capacity. The agency remains well-positioned for continued growth and stability with strategic board guidance.