



2021

Community in Action

ANNUAL REPORT

NORTHWEST MICHIGAN COMMUNITY ACTION AGENCY

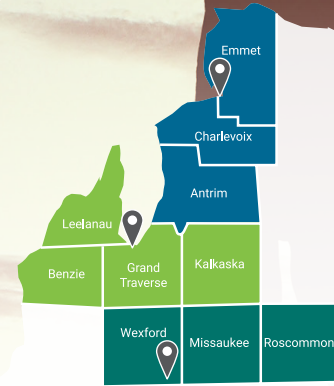
Community in Action 2021

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Cornerstones of Culture

- Promote a culture of **support, empowerment, and collaboration.**
- **Respect, appreciate, and celebrate** each other's differences.
- Promote ongoing **agency goals** and commit to **team success.**
- **Share ideas**, be open to suggestions, and maintain a **positive attitude.**
- Be **professional, honest, and sincere** to help create a trusting work environment.



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Petoskey, MI 49770
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Traverse City, MI 49686
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Cadillac, MI 49601
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800.443.2297



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.

Community Action Promise



2021 Board Members

- Gwenne Allgaier
- Anthony Ansgore
- Deb Ballard
- Truman Bicum
- Debbie Bishop
- Ed Boettcher
- Rev. Gerald Cook
- Chuck Corwin
- Sam Getsinger
- Bryce Hundley
- Art Jeannot
- Brandy Keeney
- Larry Levengood
- Izzy Lyman
- Marc Milburn
- Jeff Miller
- Dr. Leigh Ngirarsaol
- Judy Nichols
- Pam Niebrzydowski
- Tom Olmsted
- Bethany Parent
- Carolyn Rentenbach
- Marna Robertson
- Shirley Roloff
- Grace Ronkaitis
- Tonya Schroka
- Carol Smith
- Ralph Stephan
- Lindsey Walker
- David White

Dear Friends of Community Action,

In December 2021, NMCAA completed a comprehensive assessment of community needs in Northwest Michigan, as we do every three years. The data is clear; the region has been struggling with impacts directly related to the COVID-19 pandemic. Almost a quarter of survey respondents reported loss of household income and needing help paying utility bills. Almost a third were experiencing higher costs of living due to the Coronavirus.

"I am trying to take care of myself and make a life for myself, but getting a job with COVID is getting harder. Everywhere is closing for full days and heavily shortening hours..."

The data reflects the struggles we know exist in our communities. Access to early childhood education and childcare, affordable housing, services for seniors, and food insecurity emerged as primary areas of need.

"My house is doubled up with a second family, relatives. They cannot find housing. I can't return to work because scheduling and lack of affordable childcare."

NMCAA continues to bring help and hope. It may be in the form of assistance as a first-time homebuyer, home repairs and weatherization services to keep families safe and warm, educational opportunities for you or your children, a home-delivered meal, or help with an overdue utility bill or this year's tax return. Perhaps it was finding a home after experiencing homelessness. We are here for you, even in the most difficult times.

And we are proud to be a part of community action. Our Board Members, Staff, Volunteers, Community Partners, and Donors are changemakers, making the world a better place no matter the challenge or circumstance. We are responding to the changing needs of the community and becoming stronger and more effective in the process. It is our honor to serve, and we thank everyone working together to make Northern Michigan stronger, healthier, and happier.

"What can change the world today is the same thing that has changed it in the past—an idea and the service of dedicated, committed individuals to that idea." –Sargent Shriver

With sincere gratitude,

Kerry Baughman, NMCAA Executive Director

Financial Management Services



Providing support and information to our neighbors, helping them achieve financial goals: housing, education, and small business assistance.

197 Individuals that participated in Financial Coaching achieved and maintained the capacity to meet basic needs for 90 days, out of those 145 completed all the requirements of Financial Coaching

93 Homeowners facing foreclosure retained their home or transitioned into affordable housing

197 Homebuyer Education and Pre-Purchase Coaching participants, 24 became new homeowners

13 IDA participants purchased a new home, enrolled in higher education, or started up/expanded a new business

779 Households received Emergency Utility Assistance and Energy Education

61 Individuals attended Homebuyer Education Workshops

74 Individuals attended Money Management Workshops

2,573 Households received Free Tax Preparation

2021 Free Tax Preparation Program Economic Impact

\$5,269,951 brought back to the community in federal and state refunds and credits

"During my time with NMCAA I have had the opportunity to not only utilize the Individual Development Program (IDA) account but also many of their budgeting, money management and self-sufficiency classes offered by their staff. Having those classes available to me was very beneficial to me in the homeownership purchasing process as they helped me understand budgeting, homeownership responsibilities as well as prepare me for the next step in my family's journey towards owning our forever home."

– Britney Schwartz

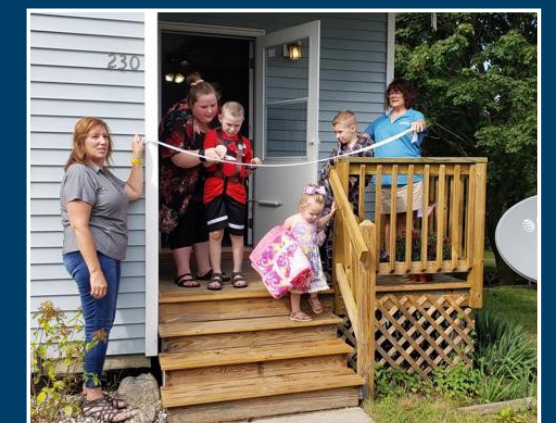


Super Saturday Event

Cold temperatures did not deter participation in our first-ever drive through Super Saturday event in February 2021. Approximately 70 vehicles arrived to receive free tax preparation services, dental screenings provided by Northern Michigan Health Services, resource information, prizes and lunch.

Homeownership Becomes a Reality

Kasey Lilly joined the Individual Development Program (IDA) with the end goal of saving for a down payment towards her first home. Homebuyer Education classes and one-on-one budget coaching helped Kasey, a single mother, manage spending and savings to make sure that she provides the best for her children. She successfully saved for a down payment on a home within 6 months of being in the IDA program and purchased a home through Habitat for Humanity. Now Kasey and her children have a forever home for their family!



Kasey Lilly and her family

Homeless Prevention

The Homeless Prevention Team is committed to making homelessness rare, brief, and non-recurring in every community across the ten county region served by NMCAA.

280 households served (received case management and/or financial assistance)

47 obtained safe and affordable housing

36 households avoided eviction

1,203 households avoided eviction or maintained safe and affordable housing

278 households served (received case management and/or financial assistance)

79 clients received landlord/tenant mediation



Safe Housing for Family of Seven

NMCAA works, in collaboration with community partners, to end homelessness in Northwest Michigan by making it rare, brief, and one time. For a Wexford County family of seven experiencing homelessness, safe housing became a reality through the combined efforts of Diversion, Outreach and Case Management staff at NMCAA. A security deposit and rental assistance initially moved this family into housing. An "in-home case manager" worked alongside the family to support their housing goals and work on the skills needed to maintain a happy and safe home for a lifetime. Pictured is our happy client, who is holding a "Blessing Basket" which was donated by the Zion Lutheran Church in Cadillac Michigan.

Housing & Energy Efficiency Services

Weatherization reduces energy costs for low-income households, prioritizing the elderly, people with disabilities, and children, through improving the energy efficiency of homes, while ensuring health & safety.

\$1,206,589 total funding spent FY21

140 people were provided Weatherization services including:

- 41 elderly
- 32 persons with disabilities
- 56 children (under 18)

51 single family homes were weatherized

- 6 mobile homes were weatherized
- 1 rental home was weatherized

17 refrigerator replacements

12 water heater replacements

22 furnace replacements

18 homes received assistance to become Weatherization-ready

Home Repair Program assists homeowners who are faced with an emergency repair. NMCAA uses county-allocated funds to assist residents through this Program using grants or 0% interest loans in order to correct the deficiencies or prevent future damage to their home.

\$696,775 total funding spent FY21

59 Households received Home Repairs

46 of them had at least 1 elderly member

21 had someone who was disabled

16 households had children living there

30 Households received Energy Efficiency Improvements weatherized

6 Households received Healthy Homes Services

25 Households with improved health and safety due to improvements within their home

27 Households with improved energy efficiency

From Our Clients:

"I cannot thank you enough for helping my Mother with the improvements to her home. I appreciate everything you did to assist through the application process and then finding a contractor who went above and beyond to make her home safe and preserved it from future damage."

"It means so much when people have empathy and treat you with respect and dignity. It's always been hard for me to ask for help. My heart is full and the gratitude I feel is abundant. How wonderful it is when you can turn to someone in your time of need. Someone who can give you hope. I can only hope that someday I will have the ability to make a difference in someone else's life the way this agency has done for me."



Before and after: siding, fascia, and soffit replaced.

Food & Nutritional Services



NMCAA provides Meals on Wheels, Congregate Meal Sites for Seniors, The Emergency Food Assistance Program, and the Commodity Supplemental Food Program.

Congregate Meal Sites/Contactless Curbside Meal Pick-Up for Seniors

20,052 meals served

350 active seniors at 11 sites

- Delicious, nutritious meals prepared by our Meals on Wheels kitchens
- Sites operated in partnership with local entities, bringing food, fun and friendship to help keep seniors healthy and independent

The Emergency Food Program (TEFAP)

140,875 pounds quarterly

563,500 pounds (281.75 tons) annually

The Commodity Supplemental Food Program (CSFP)

97,000 pounds of food distributed each month

1,164,000 pounds (582 tons) annually



Meals on Wheels

Improving the health and quality of life of homebound seniors by delivering vital nutrition, compassionate visits, and safety checks so seniors can live nourished lives with independence and dignity.

171,551 meals delivered by caring drivers

1,325 seniors served

- Delicious, nutritious meals improve quality of life and reduce medical admissions and readmissions
- Food is Medicine
- Compassionate visits and safety checks provide security for clients, friends, and family members
- 99% of clients reported that the Meals on Wheels program made it easier for them to live independently.
- 94% of clients reported that they, their family, or friends felt safer as a result of their participation in the Meals on Wheels program.

Serving Grand Traverse, Leelanau, Manistee, Missaukee, and Wexford counties.

COVID Impact

During the pandemic Meals on Wheels worked non-stop to deliver to all seniors in need. We continually adapted to ensure that food was delivered as safely as possible according to CDC and local health department guidelines. Volunteers donned face masks, weekly frozen meals were delivered and times were staggered at the kitchen to ensure social distancing and reduced exposure. To address social isolation, frequent friendly reassurance calls were made and extra items delivered to show seniors that they are cared about.

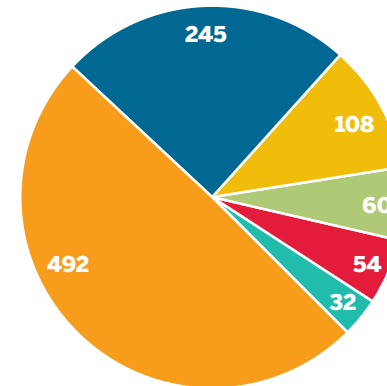
Above: hand drawn cards from local school children delivered with meals to help with isolation



Child & Family Development

NMCAA Head Start Philosophy: We believe that children need strong families in order to develop into mature adults who are productive members of society. Our goal is to nurture families. We will seek whatever support is available and advocate for what is needed to enable the children in each family to be successful in school and beyond.

Enrollment



Enrollment by Program

- Extended Day Center Based Classrooms
- Early Head Start Home Based
- Head Start Center Collaborative Centers
- Early Head Start Collaborative Centers
- Part-Day Center Based Classrooms
- Early Head Start Center Based Classrooms

Total Number of Children and Families Served, Average Monthly Enrollment

Funded Enrollment:
Head Start – 654
Early Head Start – 337

Total Number of Children Served:
Head Start – 603
Early Head Start – 435
Expectant Women – 11

Total Number of Families Served:
Head Start – 568
Early Head Start – 405

NMCAA Early Childhood Programs recognize that families' needs may differ. Therefore, we offer a variety of service options. Visit www.nmcaa.net to learn more.

COVID-19 Impact

As identified by our Community Needs Assessment, the pandemic has had a profound negative impact on households in the region. Some impacts directly relate to the disease itself, but most are related to economic and social effects indirectly caused by the pandemic. In survey data, 59% of all respondents reported one or more economic impact on their households.

Average 2021 enrollment was lower than funded enrollment, due to the pandemic. The average monthly enrollment for Head Start was 483, or 74% of federally funded enrollment. The average monthly enrollment for Early Head Start was 302, or 90% of federally funded enrollment.

During the 2020-2021 program year, our team worked to mitigate the impact of the pandemic on family well-being by connecting families to services to support their needs.



"This program helping not only myself as a first time mom, but my child so much. It has showed both of us how one activity could teach so many things, help with brain development, and motor skills. I will always be grateful for this program and the opportunity."

Photos (left to right): Jenna and Kaleb on Parents as Teachers nature walk. Ember with daughter, Mary Jane. Boy on bike



Empowering People to Take Action

NMCAA leads in strengthening our communities by empowering people to overcome barriers, build connections and improve their quality of life.

DONATE

Your gift, of any size, can make a world of difference in the lives of your neighbors. Please reach out today to chat about where your gift will make the greatest impact and to learn how a gift to NMCAA will strengthen our local communities.

ONLINE

Visit nmcaa.net/donations.asp to contribute via credit card or PayPal.

MAIL

checks payable to NMCAA
NMCAA, 3963 Three Mile Road
Traverse City, MI 49686

CALL

231.947.3780 for larger gifts or questions about making a donation.

VOLUNTEER

ONLINE

Visit nmcaa.net/get_involved.asp

CALL

231.947.3780 to get involved.



Fiscal Year 2021 Use of Resources

Community Services	
Financial Management Services	\$1,647,131
Education Services	\$995,700
Heating & Utility Assistance	\$651,431
Homeless Prevention Services	\$6,391,837
Other Programs & Services	\$254,219
Veteran Support Services	
Supportive Services for Veterans Families	\$1,084,554
Housing & Energy Efficiency Services	\$1,903,364
Weatherization	\$1,206,589
Housing Rehab.	\$696,775
Food and Nutrition Programs	\$3,325,811
Food Assistance	\$1,994,613
Senior Nutrition	\$1,331,198
Child and Family Development	\$16,599,489
Head Start	\$9,604,991
Early Head Start	\$4,703,042
GSRP	\$1,817,269
Other	\$474,187
Corporate	\$67,444
FISCAL YEAR 2021	\$31,273,849





Community in Action

NORTHWEST MICHIGAN COMMUNITY ACTION AGENCY



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