



**NORTHWEST MICHIGAN  
COMMUNITY ACTION AGENCY**

2022  
ANNUAL REPORT



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# COMMUNITY IN ACTION 2022





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## VISION

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

## MISSION

Helping people by linking services, resources and opportunities.



# LETTER FROM THE EXECUTIVE DIRECTOR

Dear Friends of NMCAA,

We are pleased to share with you the 2022 Northwest Michigan Community Action Agency Annual Report. It is a snapshot of community action at work in our region and just a slice of the work of the entire network of community action agencies across the nation; working together to improve lives, embody the spirit of hope, improve communities, and make America a better place to live, since 1964.

I hope when you read through the following pages you will be struck by the scope of programming offered, the number of lives touched, and the power of personal stories so graciously shared by those we serve. Our agency has experienced steady growth over the last few years, and we continue to add new programs in response to emerging community needs. We continually strive to understand and address the barriers that get in the way of economic stability for so many Americans, creating opportunities for affordable housing options, quality childcare, supports for seniors, food security, and financial independence.

This year we will complete a new strategic plan for NMCAA. We will look to our staff, Board members, volunteers, community partners, and those who use our services for their input and guidance in setting priorities for the coming years. We know that no single person or organization can affect the change we want to see in our communities. It takes all of us working together. The talents and commitment of our staff, Board, volunteers, donors, and community partners is what makes real and sustainable change possible.

With deepest appreciation,



**KERRY BAUGHMAN, CCAP  
NMCAA EXECUTIVE DIRECTOR**



# BOARD OF DIRECTORS

Gwenne Allgaier  
Brian Alexander  
Anthony Ansorge  
Deb Ballard  
Karen Bargy  
Truman Bicum  
Debbie Bishop  
Kat Byers  
Rev. Gerald Cook  
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Tom Olmsted  
Bethany Parent  
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Marna Robertson  
Shirley Roloff  
Grace Ronkaitis  
Tonya Schroka  
Ralph Stephan  
Terry Van Alstine  
Lindsey Walker  
David White

# LETTER FROM THE BOARD CHAIR

Greetings,

The Northwest Michigan Community Action Agency is an ecological organization. We are founded on and concerned with the interdependence of people and institutions.

Our numerous programs are funded and supported by individuals, governmental grants, private business and related societal organizations. When you read through our 2022 Annual Report take time to notice the connections and relationships between the contributors, staff and service recipients. We are only able to provide our offerings because of them; because of you.

Whether you contribute financially, need a home repair, are receiving Meals on Wheels, need help with paying a bill, are a volunteer tax preparer, are a Head Start Teacher or parent or serve with me on the Board of Directors, please know that you are an integral part of our Agency. We continue to grow because of all of you and in joining our hands to others we strengthen our human ecology.

In community,  
Carolyn "Peachy" Rentenbach

*Carolyn Rentenbach*





# FINANCIAL MANAGEMENT SERVICES



The Financial Management Services Department and Homeownership Center is recognized by NeighborWorks America to assist low to moderate income individuals and families to achieve their financial goals.

**2,214** Households (HHs) received free income tax preparation totaling \$6,745,471 in credits and refunds

**227** of those HHs received the MI Home Heating Credit which returned \$111,440 back into the community

**57** customers received \$53,234 in deliverable fuel assistance

**125** HHs received Homebuyer or Pre-purchase coaching with 12 becoming new homeowners

**134** HHs attended Money Management and other Financial Education workshops

**79** HHs facing foreclosure retained their home or transitioned to affordable housing



"Thanks to NMCAA and the IDA program, now both a small business and homeownership are on their way to becoming a reality for me - and prior to my participation in this program, I never dreamed either one would be possible for me!"

-Jody Wilson, IDA Graduate

## SUPER SATURDAY 2022



This year's event was a drive-thru event at MIWorks parking lot in Traverse City. FMS collected tax returns, provided a free lunch donated by Jimmy John's, vendors delivered information about their organizations, and Traverse Health Clinic offered free vaccines. The team would like to thank our volunteers, vendors, and sponsors for participating in Super Saturday. Even with the cold temperatures, the team was in great spirits and happily served over 103 households in the drive thru and completed over 100 tax returns totaling over \$100,000 in refunds.



# HOMELESS PREVENTION

The Homeless Prevention Team is committed to making homelessness rare, brief, and non-recurring in every community across our 10-county service region.



## CLIENT TESTIMONY

Mike S. lost his housing due to personal conflict and ended up homeless in Grand Traverse County. With limited financial resources and a lack of housing opportunities, Mike found himself camping in the woods and eventually staying at the Goodwill Inn. While working with an outreach worker, he was able to find stable employment and began saving money. After months of staying in shelter, Mike was slotted for a housing program with NMCAA called Rapid Re-Housing. He was able to locate housing in Mancelona, MI. Less than a month of housing, Mike had enough money to buy a car and become self-sufficient. He has created a plan with his case manager to work towards paying 100% of his rent and plans to exit the program within the next 6 months. Mike states, "Support from Goodwill and NMCAA has put me on a successful path, and I am so grateful for the opportunity. I am looking forward to what my future has in store for me."

- 883** Households (HHs) with Prevention Financial Assistance
- 291** HHs Avoid Eviction
- 457** HHs in Diversion Programs
- 518** HHs in Housing Programs
- 368** HHs in Street Outreach



## SUPPORTIVE SERVICES FOR VETERAN FAMILIES

- 232** Clients Served
- 137** Clients exited to positive destinations
- 112** RRH clients who received Temporary Financial Assistance
- 518** HHs in Housing Programs
- 368** HHs in Street Outreach

The U.S. Department of Veterans Affairs (VA) Supportive Services for Veteran Families (SSVF) program provides services across a 23-county region in Northwest Michigan that include: Coordinated Entry, Rapid Resolution/Housing Crisis Response, Street Outreach, Case Management, Housing Resources & Healthcare Navigation, Connection to VA & public benefits, programs, & mainstream community resources, & Temporary Financial Assistance (TFA) through Rapid Re-Housing & Homeless Prevention Assistance programs. The core purpose of these programs and services is to assist eligible Veterans & their families in maintaining or acquiring safe, affordable housing, becoming integrated socially & economically into their communities, & accessing the necessary services and supports available to them. SSVF is designed to rapidly re-house homeless Veteran families & prevent homelessness for those at imminent risk due to a housing crisis.



# HOUSING & ENERGY EFFICIENCY SERVICES

## WEATHERIZATION

The Weatherization Assistance Program uses Federal and State funds to reduce 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.

**82** Households (HHs) received Weatherization Services, including:

<b>45</b> Elderly Occupied	<b>42</b> Disabled Occupied	<b>24</b> with Children Under 18
<b>65</b> Single Family Homes	<b>15</b> Mobile Homes	<b>1</b> Rental Home
<b>27</b> Refrigerator Replacements	<b>14</b> Water Heater Replacements	<b>20</b> Furnace Replacements
<b>21</b> HHs received assistance to become Weatherization-Ready		

"I want to thank you and everyone involved with the assistance you provided for my home! I'm grateful beyond words and truly appreciate what you and all of the workers have done for me. It is life changing! You are all awesome!" – Meredith L.



LEFT: Tish Stave and Emily Bronkema of NMCAA's Housing & Energy Efficiency Services team participating in MiTec's Mobile Home Weatherization training, along with Energy Auditor, Terry Denoyer, and crew members from [Clark Contracting Services](http://www.clarkcontracting.com)



RIGHT: basement walls in old farmhouse before (uninsulated) and after (insulated).



# HOME REPAIR

**103** Households received home repairs, including

- |                                 |  |  |
|---------------------------------|--|--|
| <b>61</b> Elderly Occupied      | <b>51</b> Disabled Occupied              | <b>32</b> with Children Under 18                   |
| <b>40</b> Water Related Repairs | <b>49</b> Energy Efficiency Improvements | <b>84</b> Households with Improved Health & Safety |

Homeowners who are faced with an emergency repair may be assisted by NMCAA's Home Repair Program. County-allocated funds are used 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.

In FY22, NMCAA had additional State funding through the Social Determinants of Health (SDOH) Water & Plumbing Repairs grant to address households' lack of access to hot & cold water and to ensure the homes served had at least one functioning toilet, bathroom faucet, shower/bath, kitchen faucet, as well as functioning waste water drainage for water access to be sustainable.

## CLIENT TESTIMONY

"Our family could never have afforded the new septic system on our own. Really not sure how we would have managed much longer, even with limiting showers and doing laundry at my parent's house. We are so grateful. Keep doing what you're doing to assist people."

LEFT: Old water heater. RIGHT: New water heater installed





# SENIOR NUTRITION & FOOD PROGRAMS

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

## COMMODITY SUPPLEMENTAL FOOD PROGRAM (CSFP)

**23,070** boxes served

**1,038,150** pounds annual

**86,500** pounds monthly

## THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP)

**15,395** boxes served

**615,800** pounds annual

**153,950** pounds per quarter

## COMBINED

**1,898** annual number of volunteers **5,380** volunteer hours







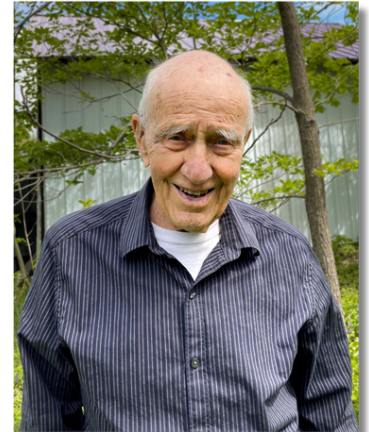
# MEALS ON WHEELS

Serving Grand Traverse, Leelanau, Wexford and Missaukee counties

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.

## MEET GLENN M.

97-year-old Meals on Wheels recipient, says that his life is a lot better because of Meals on Wheels. "It helps me a lot. I am getting more balanced meals and a good variety of meals. It saves me a lot of time". Meals on Wheels helps Glenn stay healthy, so that he can get back to what he loves – his family of 16 grand/greatgrandchildren.



## MEET JOYCE L.

Joyce L. says that Meals on Wheels provides her with good food, but what she appreciates even more are the great people she meets. She can fondly recount each of the Meals on Wheels drivers she's met over the years. Joyce says that with Meals on Wheels you are "dealing with people you trust completely" and she can feel that we really care about the clients, providing "more than just a meal" for vulnerable local seniors.

### CONGREGATE MEAL SITES

**24,377** meals served

**781** active seniors

**10** site locations

### HOME DELIVERED MEALS

**1,117** homebound seniors served

**164,533** meals delivered



# CHILD & FAMILY DEVELOPMENT

NMCAA offers comprehensive early education programs, serving pregnant women and children ages birth to 5, that recognize health, safety, and family well-being as foundational components of child development. From early math and reading skills to confidence and resilience, we engage parents as equal partners in helping children build the abilities they need to be successful in school and life.

## FUNDED ENROLLMENT

### EARLY HEAD START **337**

- 245** Early Head Start Home Based
- 32** Early Head Start Center Based Classrooms
- 60** Early Head Start Child Care Partnership

### HEAD START **654**

- 514** Extended Day Center Based Classrooms
- 32** Part Day Center Based Classrooms
- 108** Head Start Collaborative Centers

NMCAA Early Head Start and Head Start Programs were funded to serve 991 children during program year 2021-2022. Average enrollment was lower than funded enrollment, due to the COVID-19 Pandemic. The average monthly enrollment for Early Head Start was 273, or 81% of federally funded enrollment. The average monthly enrollment for Head Start was 568, or 89% of federally funded enrollment. Early Head Start numbers are reflective of September 2021-August 2022, since all Early Head Start program options operate year round. Head Start numbers are reflective of September 2021-May 2022, when all Head Start programs are in operation.

Whipped Cream Play: Smelling, Touching, and Experimenting. Mom enjoyed it as much as Ezra!





The Northwest Michigan Community Action Agency Head Start Philosophy:  
The Head Start Approach to School Readiness means that children are ready for school, families are ready to support their children's learning, and schools are ready for children. We believe that children need strong families in order to develop into mature adults who are productive members of society.

During the 2021-2022 program year, 83% of Early Head Start enrolled families and 96% of Head Start enrolled families were connected to a service promoting positive family outcomes.

## TOTAL NUMBER OF CHILDREN SERVED

**423** Early Head Start

**15** Expectant Women

**678** Head Start

## TOTAL NUMBER OF FAMILIES SERVED

**389** Early Head Start

**621** Head Start



TOP: Holding a photo of her family connected to a laminated cut-out of her Mom's hand to she can hold it when she is missing her!

## PARENT TESTIMONY

This program definitely helps with parenting to how to approach situations differently. Absolutely loved this program! Would love to see it continue. Teachers were wonderful with communicating and with the kids!

I believe the impact that the teachers alone had on myself and my daughter will be lifelong. My daughter absolutely loved being able to have the interaction with other children, being able to learn new things, make art projects and things like planting a sunflower. She really enjoyed her introduction to school through this preschool.

BOTTOM: Classroom Health Days



**Head Start**



**Readiness Program**  
Michigan's Nationally Recognized Pre-K Program



# 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 learn how a gift to NMCAA will strengthen our local communities.

## ONLINE

Visit [NMCAA.net/donations.asp](http://NMCAA.net/donations.asp) to contribute via credit card or PayPal

## CALL

231.947.3780 for larger gifts or questions about making a donation.

## MAIL

NMCAA  
3963 Three Mile Rd  
Traverse City, MI 49686

\*Make checks payable to NMCAA

# VOLUNTEER

## ONLINE

Visit [NMCAA.net/get\\_involved.asp](http://NMCAA.net/get_involved.asp)

## CALL

231.947.3780 to get involved

# EMPOWERING PEOPLE TO TAKE ACTION



# 2022 FISCAL YEAR

## USE OF RESOURCES

# \$ 35,455,311

## BRIDGING THE GAP BETWEEN POVERTY & EMPOWERED INDEPENDENCE

FINANCIAL MANAGEMENT SERVICES	\$1,738,358
Education Services	\$ 978,014
Heating & Utility Assistance	\$ 760,344
HOMELESS PREVENTION SERVICES	\$ 9,109,069
OTHER PROGRAMS & SERVICES	\$197,239
VETERAN SUPPORT SERVICES	\$1,000,958
HOUSING & ENERGY EFFICIENCY SERVICES	\$ 2,913,923
Weatherization	\$ 1,892,194
Home Repair	\$ 1,021,729
FOOD AND NUTRITION PROGRAMS	\$ 3,650,010
Food Assistance	\$ 2,274,684
Senior Nutrition	\$ 1,375,326
CHILD AND FAMILY DEVELOPMENT	\$ 16,761,299
Head Start	\$ 9,735,929
Early Head Start	\$ 4,802,996
GSRP	\$ 1,878,497
Other	\$ 343,877
CORPORATE	\$ 84,455





NORTHWEST MICHIGAN  
COMMUNITY ACTION AGENCY

## 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.

## CONTACT US



(231) 947-3780



[www.nmcaa.net](http://www.nmcaa.net)



Traverse City, MI



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