

## Board Officers

President: Dr. Zavon Kanion  
Private Sector- Healthcare

First-Vice President:  
Mr. Allan Gremler  
Public Sector Clay County

Second-Vice President:  
Ms. Jane Fowler  
Low Income Sector  
Jackson County

Secretary: Mr. Mark Lindsay  
Public Sector  
Platte County Commission

Treasurer: Ms. Barbara Lunn  
Low Income Sector  
Jackson County

Parliamentarian: Mr. Jerry Blair  
Low Income Sector  
Platte County

## Directors

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Public Sector  
Jackson County

Ms. Deborah Mann  
Private Sector  
Early Childhood Development

# mission



The mission of United Services Community Action Agency is to assist low-income residents of Jackson, Clay, and Platte Counties, Missouri in their efforts to become self-sufficient by providing programs and services to improve the quality of their lives and the opportunity to eliminate the causes of poverty.

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A Message from:

## THE BOARD PRESIDENT AND EXECUTIVE DIRECTOR

### The Year was 1964...

U.S. military forces launch attacks on North Vietnam in response to an alleged attack on a U.S. destroyer off the Vietnamese coast. Anchorage, Alaska hit by massive earthquake. The world's longest suspension bridge, the Verrazano Narrows Bridge in New York, opens. Soviet leader Khrushchev falls from power is ultimately replaced by Leonid Brezhnev. Three civil rights workers murdered in Mississippi during "Freedom Summer." Race riots break out in Harlem and other U.S. cities. Twenty-fourth Amendment to Constitution adopted, ensuring fair voting practices. The average hourly wage for blue collar workers has increased from between 50 and 75 percent since 1949. The human first lung transplant is performed. "Beatlemania" spreads as the Beatles become a global phenomenon. Cassius Clay (the future Muhammad Ali) defeats Sonny Liston to win heavyweight boxing title. President Lyndon Johnson declares "war on poverty" introduces a variety of federal welfare programs. After completing what would have been the final year of John F. Kennedy's first term, President Johnson re-elected in a landslide over Senator Barry Goldwater. In February 1964 Lyndon Johnson declared the "unconditional war on poverty." The Office of Economic Opportunity was born and the Civil Rights Act of 1964 was passed. Also, the Economic Opportunity Act was passed stating in part "is there for the policy of the United States to eliminate the paradox of poverty in the midst of plenty in this nation by opening, to everyone, the opportunity for education and training, the opportunity to work, and the opportunity to live in decency and dignity."

“The percentage of Missouri children who are living in poverty has increased from 18.6% in 2008 to 22.6% in 2012.”

The war continues. . .

### The Year was 1978...

The Community Action movement which began in 1964 with an Act of Congress created local organizations to serve as catalysts to end poverty, one community at a time. A handful of dedicated people in 1978 resolved to fight poverty in Kansas City through this new Community Action movement. They came together and formed a private, nonprofit organization called United Services. The agency was created to mobilize, coordinate and focus public and private resources to make maximum impact on those problems and obstacles that affect the lives and the life styles of the poor." Community Action Agencies develop cutting-edge solutions to address the causes and conditions of poverty.

### The Year is 2014...

The level of poverty in Missouri has increased from 13.4 in 2008 to 16.2 in 2012. The level of poverty for USCAA is 16.5% in our service area. The percentage of Missouri children who are living in poverty has increased from 18.6% in 2008 to 22.6% in 2012, comprising the largest overall percentage of individuals living in poverty. United Services provides its services to the greatest percentage of the Missouri population than any other community Action Agency in the State. We continue to be confronted with issues of providing quality services to the low income and poverty population in the region. The battle in the war on poverty continues we are not faint of heart. Your support in helping us wage this war is greater now than it has ever been. Thank you to the many for your past contributions and we look forward to continuing to the achieve victory in these endeavors. Even with the great strides that have been made through the years, there are still momentous challenges before us.

  
Executive Director/CEO

  
President/Board Chairman

we look back.

# What is Community Action?

The Community Action movement began in 1964 with an Act of Congress that created local organizations to serve as catalysts to end poverty, one community at a time. Community Action Agencies developed popular programs such as Head Start and Legal Aid and continue to address local needs to reduce poverty from rural America to urban centers across the country. In Missouri, Community Action Agencies help people reach self-sufficiency by providing emergency services to stabilize families and mobilizing communities to come together to fight poverty. Our network provides utility assistance, early childhood education, job training and life skills classes, health services, energy efficiency help, housing assistance and dozens of local initiatives to meet the unique needs within communities. Community Action Agencies also develop cutting-edge solutions to address the causes and conditions of poverty.

## Our History . . .

In the late 1970's, a handful of dedicated people resolved to fight poverty in Kansas City through the Community Action movement. They came together and formed a private, nonprofit organization called United Services of Greater Kansas City. The agency was incorporated on December 14, 1978 "to mobilize, coordinate and focus public and private resources to make maximum impact on those problems and obstacles that affect the lives and the life styles of the poor," and "to provide a vehicle through which the poor will have maximum participation in identifying, developing and implementing programs that

will ultimately change and affect their life styles." The Agency received its initial \$79,000 planning grant and opened its doors shortly thereafter. Over 35 years have passed, our name has changed (to United Services Community Action Agency in 1995), and our operating budget has grown substantially—but our sense of purpose and passion remains as strong as that handful of committed citizens who believed that they could change this corner of the world by changing the lives of the poor in Jackson, Clay and Platte Counties through our work here at United Services. Most importantly, we understand that no matter how many people come to us for services...that every number is a story...is a face...is someone's life.

## Our Vision . . .

We envision COMMUNITIES where all people thrive and discrimination in all its forms is not present. We envision our AGENCY as a state-of-the-art organization that has all the human, technological and material resources needed to best serve the disadvantaged men, women, and children of our community. We envision a NATION where people have unrestrained opportunity and poverty is no longer a threat to the future of our children.



## Accomplishments...

1) The Housing Program provided assistance to a mother and daughter who lost their housing due to unemployment. The case management team advocated to find housing in addition to employment opportunities. To date, the mother continues to work and is self-sufficient living independently with her daughter.

2) A 62 year old disable female on a fixed-income depends on LIHEAP to pay utilities for both lights and gas. In February, 2013 she sent a card of gratitude appreciating the services rendered. Without assistance her services would have been disconnected.

3) A couple in Independence with two young children applied for the Weatherization Program, after the father lost his job. The Weatherization program provided cost-effective, energy efficient home improvements. By lowering the utility bills the family was able to save money.



## who we serve

From October 1, 2012 through September 30, 2013 USCAA actions helped thousands of low income residents of Clay, Jackson, and Platte Counties. These numbers not only reflect how many, but who we serve. Much of our help is short term emergency assistance, but when combined with training and counseling that lead to our clients becoming more self-sufficient, long term impacts are achieved.

21,374	Families received energy assistance
2,470	Clay County families received energy assistance
18,155	Jackson County families received energy assistance
749	Platte County families received energy assistance
9,361	Families received energy crisis assistance
687	Clay County families received energy crisis assistance
8,356	Jackson County families received energy crisis assistance
318	Platte County families received energy crisis assistance
5,438	Senior citizens received energy assistance
744	People received rent/mortgage assistance
2,434	People received food assistance
56	Unemployed people obtained a job
74	Youth improved their job readiness and social skills through the PAVE program
1,338	Children attended Back to School Fairs in Jackson, Clay and Platte Counties
2,761	Volunteer hours in service through USCAA

# what we do

**F**amily Intake, Assessment & Referral (FIAR) is a process used to determine eligibility for USCAA programs and services. The FIAR system looks at all the potential needs of each family coming in for service. It looks beyond their present needs and seeks to address the underlying problems preventing long-term success. FIAR includes an outside referral system to other programs and services not available through USCAA.

**Low Income Housing Energy Assistance Program** (LIHEAP) assists low-income households that are not able to pay their home energy bills. There are two types of assistance: EA, Energy Assistance, is an annual non-crisis subsidy for qualifying households; ECIP, Energy Crisis Intervention Program, is for crisis situations such as disconnection. USCAA is the largest provider of energy assistance in Missouri.

**Project Assets & Values in Education** (PAVE the WAY) encourages low-income young people to reach beyond their current circumstances and put themselves in a better position to succeed. Students meet 3 days a week and are compensated for their participation in the program at the minimum wage rate. There are 4 phases to the classroom experience: Phase I deals with personal development and work readiness, Phase II and III allow students to evaluate their skills and explore career options. There is also a paid work experience option; Phase IV is the Leadership Development Institute.



**Youth Lead Community Service Projects** for low-income youths are located in low-income neighborhoods with residents also pitching in to clean up empty lots, plant trees and flowers. Four projects were organized in FY 2011. The youth learn to work in teams, build leadership skills, develop a sense of purpose and take pride in a job well done.

**Poverty Simulation** is an experience designed to help participants begin to understand what it might be like to live in a typical low-income family trying to survive from month to month. The object is to sensitize participants to the realities faced by low-income people. The experience lasts from two to three hours. It includes an introduction and briefing, the actual simulation exercise and a debriefing period in which participants and volunteer staffers share their feelings and experiences and talk about what they have learned about the lives of people in poverty.

**Supportive Housing Program** subsidizes a family's housing payment for up to 2 years. The subsidy gradually decreases as the family demonstrates increased self-sufficiency. A case manager works one-on-one with the family offering continual support, coaching the family through this transitional-to-permanent housing.

**Job Readiness Program** is a 2-day, 6 hour-a-day workshop to prepare clients for job searching and placement. The workshop presents up-to-date information to unemployed or under-employed low-income people to prepare them for today's job market.

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The subjects covered in the workshop include: taking a job skills inventory, job search techniques and resume and cover letter writing; application and interview techniques, job etiquette and Equal Opportunity Rights.

**Job Fairs** allow employers in Jackson, Clay and Platte counties to meet low-income people in need of immediate employment. Many of the employers accept applications and/or interview potential workers at the fairs. The fairs are held quarterly.

**Life Skills Classes** are a set of 2-hour workshops providing information to assist clients move towards self-sufficiency. The workshop subject areas include weatherization, life coping skills, income management, budgeting, effective communication, nutrition, stress management, problem resolution and dressing for success.

**Family Support Program** is an intensive, long term case management process that focuses on education and employment. Our case managers work with clients one-on-one to guide them towards accomplishing their employment and/or education goals.

**Christmas Store/Red Bag** are holiday programs to help families provide some presents for their children. The Christmas Store is in Platte County and also has a special session for seniors who receive a food voucher, flu shot and a present. The Red Bag program is facilitated in Jackson and Clay Counties.

**Coats for Kids** is a program initiated by our Platte County Office in association with the Platte City Chamber. It distributes freshly dry cleaned, donated winter coats for children in low income families.

**Food Pantry** is a nutrition assistance program established in Platte County and funded by community donations and in-kind gifts of food.

**Weatherization Assistance Program (WAP)** Assist low-income families to permanently reduce their energy bills by making their homes more energy efficient. Funds are used to improve the energy performance of dwellings of needy families using the most advanced technologies and testing protocols available in the housing industry.

The background of the entire page is a photograph of the Hawthorne Place Apartments. In the foreground, there is a large, dark-colored sign with a white border. The sign features the text 'The Hawthorne Apartments' in a serif font, with 'The' in a smaller, cursive font above 'Hawthorne'. Below 'Hawthorne' is a decorative flourish, and 'Apartments' is written in a smaller serif font. At the bottom of the sign, the number '15770' is visible. In the background, a multi-story brick apartment building with several chimneys is visible under a clear blue sky. There are trees and a paved area in the foreground.

we honor *you.*

COMMUNITY SERVICE AWARD

Presented to

*Hawthorne Place Apartments*

*In recognition of your unwavering support in  
our efforts to provide programs and services for low-income  
residents of Eastern Jackson County.*

Presented this

21st Day of October, 2014

by

UNITED SERVICES COMMUNITY ACTION AGENCY

*Helping People Changing Lives*

# Hawthorne Place Apartments

Hawthorne Place Apartments is one of the largest Section 8 subsidized housing apartment complexes in the State of Missouri. There is a mix of 745, one, two, or three bedroom apartments available for rent. The complex has a community center that offers training classes, a resident garden, and a satellite clubhouse for the Boys' and Girls' Club of Greater Kansas City. Considering the services provided at the community center, the manager saw an increasing number of referrals to United Services for emergency assistance. United Services predicted that residents could quickly access our services to remove major barriers to eviction.

Our Executive team convened a meeting to discuss the concerns. In September 2012, United Services and Hawthorne Place Apartments developed a Memorandum of Understanding for free office space. The goal of this partnership was to provide United Services with office space to address the unmet needs of low income individuals and families in Eastern Jackson County, as well as to leverage resources to enhance the coordination of services provided by both organizations.

As a result of this partnership, United Services assisted over 2000 low-income families in Eastern Jackson County with emergency utility and rental assistance, case management services, food pantry and holiday assistance.

Considering the three regions in Jackson County (Western, Eastern, Southern) the array of services in Western and Southern are more available; therefore, United Services and Hawthorne Place Apartments hosted a back-to-school fair that featured a coalition of 30 community agencies and organizations with informational booths to assist 435 local parents and their children in returning to school with information and school supplies they needed to start the school year.

With community partners like Hawthorne Place Apartments, United Services can continue to make community connections with the power to change people's lives: Therefore we are pleased to nominate Hawthorne Place Apartment as our Community Partner of the Year.



## Independent Auditors' Report

Board of Directors  
United Services Community Action Agency  
Kansas City, Missouri

### **Report on the Financial Statements**

We have audited the accompanying financial statements of United Services Community Action Agency, which comprise the statement of financial position as of September 30, 2013, and the related statements of activities and cash flows for the year then ended, and the related notes to the financial statements.

### ***Management's Responsibility for the Financial Statements***

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

### ***Auditors' Responsibility***

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

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Board of Directors  
United Services Community Action Agency  
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***Opinion***

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of United Services Community Action Agency as of September 30, 2013, and the changes in its net assets and its cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

***Other Matters***

The summarized comparative information of United Services Community Action Agency as of and for the year ended September 30, 2012 was audited by other auditors whose report dated January 7, 2013 expressed an unmodified opinion.

Our audit was conducted for the purpose of forming an opinion on the financial statements as a whole. The accompanying supplemental schedules on pages 14 and 15 and the schedule of expenditures of federal awards, as required by Office of Management and Budget Circular A-133, *Audits of States, Local Governments, and Non-Profit Organizations*, are presented for the purposes of additional analysis and are not a required part of the financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the financial statements. The information has been subjected to the auditing procedures applied in the audit of the financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the financial statements or to the financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated in all material respects in relation to the financial statements as a whole

**Other Reporting Required by Government Auditing Standards**

In accordance with Government Auditing Standards, we have also issued our report dated March 7, 2014, on our consideration of United Services Community Action Agency's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with Government Auditing Standards in considering United Services Community Action Agency's internal control over financial reporting and compliance.

*CMA Group, LLC*

Overland Park, Kansas  
March 7, 2014

## United Services Community Action Agency

### Statement of Financial Position

September 30, 2013

	<u>2013</u>	<u>2012</u>
<b>Assets</b>		
<b>Current Assets</b>		
Cash and Cash Equivalents (Note 2)	\$ 2,501,644	\$ 2,421,325
Investments (Note 6)	114,965	112,700
Grant Receivable (Note 4)	166,868	337,570
Accounts Receivable (Note 3)	15,119	-
Prepaid Expense (Note 5)	32,695	34,832
	<u>2,831,291</u>	<u>2,906,427</u>
<b>Property and Equipment</b>		
Building and Improvements	439,359	439,359
Land	95,000	95,000
Office Furniture	37,440	37,440
Office Equipment	115,046	115,046
Maintenance Equipment	1,350	1,350
Computer Hardware & Software	44,964	44,964
	<u>733,159</u>	<u>733,159</u>
Less: Accumulated Depreciation	<u>(418,816)</u>	<u>(376,273)</u>
	<u>314,343</u>	<u>356,886</u>
<b>Total Assets</b>	<u>\$ 3,145,634</u>	<u>\$ 3,263,313</u>
<b>Liabilities and Net Assets</b>		
<b>Current Liabilities</b>		
Accounts Payable (Note 7)	\$ 184,031	\$ 39,947
Accrued Payroll	41,943	47,702
Accrued Payroll Taxes Payable	8,599	3,777
Fringe Benefits Payable (Note 8)	77,295	82,055
Deferred Revenue (Note 9)	11,572	22,696
	<u>323,440</u>	<u>196,177</u>
<b>Net Assets</b>		
Unrestricted Net Assets	<u>2,822,194</u>	<u>3,067,136</u>
<b>Total Liabilities and Net Assets</b>	<u>\$ 3,145,634</u>	<u>\$ 3,263,313</u>

**United Services Community Action Agency**  
Statement of Activities  
Year Ended September 30, 2013

	2013			2012
	Unrestricted	Temporarily Restricted	Total	
<b>REVENUE</b>				
Community Service Block Grant	\$ 1,855,136		\$ 1,855,136	\$ 2,135,645
Energy Crisis Intervention Program		\$ 3,495,234	3,495,234	5,974,956
Supportive Housing Grant	46,075		46,075	93,121
Federal Emergency Management Agency	38,117		38,117	28,931
Cash Contributions	48,289		48,289	56,833
City of Excelsior Spring	-		-	4,744
United Way of Greater Kansas City	-	33,961	33,961	37,692
Missouri American Water	1,314		1,314	1,701
Full Employment Council	-		-	17,594
Mid America Assistance Coalition	-		-	1,000
Interest Income	2,277		2,277	2,320
In-Kind Contributions (Note 11)	41,395		41,395	64,594
Miscellaneous Income	15,388		15,388	270
Release from Restriction	3,529,195	(3,529,195)	-	-
	<b>5,577,187</b>	<b>-</b>	<b>5,577,187</b>	<b>8,419,401</b>
<b>EXPENSES</b>				
Direct Client Support (Note 10)	3,594,439		3,594,439	5,949,090
Salaries and Wages	1,177,896		1,177,896	1,178,395
Employee Benefits	429,501		429,501	422,730
Employee Development & Recruitment	10,816		10,816	9,864
Security Services	46,630		46,630	50,076
Legal Services	9,893		9,893	27,875
Auditing Services	25,000		25,000	24,500
Data Processing Fees	7,313		7,313	6,566
Temporary Employment Services	106,786		106,786	129,079
Professional Consulting Services	12,699		12,699	77,196
Travel	38,886		38,886	24,894
Space Rental	29,569		29,569	25,216
Utilities	27,977		27,977	27,556
Repair and Maintenance	64,415		64,415	81,742
Supplies	47,128		47,128	80,131
Board Expenses	7,735		7,735	16,090
Postage & Freight	15,791		15,791	34,729
Telephone Expense	54,079		54,079	53,193
Insurance & Bonding	21,786		21,786	24,736
Depreciation	42,543		42,543	35,552
Miscellaneous	9,853		9,853	14,709
In-kind Contribution Expenses	41,395		41,395	64,594
	<b>5,822,130</b>	<b>-</b>	<b>5,822,130</b>	<b>8,358,513</b>
CHANGE IN NET ASSETS	(244,943)	-	(244,943)	60,888
Net Assets at Beginning of Year	3,067,137	-	3,067,137	3,006,249
<b>NET ASSETS AT END OF YEAR</b>	<b>\$ 2,822,194</b>	<b>-</b>	<b>\$ 2,822,194</b>	<b>\$ 3,067,137</b>



# Demographics

<b>GENDER</b>	
Males	13,349
Females	19,464
<b>AGE</b>	
0-5	4,176
6-11	5,596
12-17	4,781
18-23	3,709
24-44	8,479
45-54	3,219
55-69	2,268
70+	586
<b>ETHNICITY</b>	
Latino	1,386
Non-Latino	32,813
<b>RACE</b>	
Black/African American	22,502
White	8,008
Mixed-Race	536
Other	1,504
<b>EDUCATION</b>	
0-8th grade	234
9th-12th grade	1,433
High School Grad/GED	3,431
Post-Secondary	1,022
2 to 4 year College Degree	238
<b>OTHER CHARACTERISTICS</b>	
No Health Insurance	4,285
Disabled	28,245

<b>HOUSEHOLD TYPE</b>		<b>LEVEL OF HOUSEHOLD INCOME</b>	
Single Parent-Female	5,478	Percentages of Federal Poverty Guidelines	
Single Parent-Male	387	50% or less	10,526
Two Parents	1,116	51 to 75%	767
Single Person	4,282	76 to 100%	657
No Children	538	101 to 125%	408
Other	737	126 to 150%	126
<b>HOUSEHOLD SIZE</b>		151 to 175%	33
1	4,415	176 to 200%	7
2	2,508	201% or more	14
3	2,265	<b>HOUSING</b>	
4	1,749	Own	1626
5	946	Rent	10,721
6	425	Homeless	24
7	137	Other	168
8 or more	93		
<b>HOUSEHOLD INCOME</b>		All data is from our fiscal year 2012 (October 1, 2011 to September 30, 2012)	
No Income	9,321	TANF-Temporary Assistance for Needy Families; A federal program providing temporary financial assistance to low-income parents while they learn job readiness skills to obtain employment.	
TANF	492		
SSP	590	SSI-Supplemental Security Income; A federal program providing supplemental income to people who are either disable, blind, or 65 years or older.	
Social Security	650		
Pension	30		
General Assistance	0		
Unemployment Insurance	220		
Employment & Other Resources	781		
Other	481		

# Community Partners

City of Kansas City, Missouri  
Community Assistance Council  
Covenant Presbyterian  
Englewood Baptist Church  
Full Employment Council  
Good Samaritan Center Excelsior Springs  
Hawthorne Apartments  
Harvesters  
Hickman Mills School District  
Jackson County Courts  
Kansas City Power & Light (KCP&L)  
Legal Aid of Western Missouri  
Linwood Boulevard SDA Temple  
Macedonia Baptist Church  
Metropolitan Community College  
Mid-America Assistance Coalition  
Missouri Housing Development Commission  
Missouri Gas & Energy (MGE)  
Mid-America Assistance Water  
New House Center  
Park Hill Baptist Center  
Penn Valley Community College  
Piate Archie School District Platte County Health Dept.  
Platte County Health Department  
Platte Hill Baptist Church  
Raytown Emergency Assistance Program  
Rose Brocks Center  
Santa Fe Area Council Platte Emergency Assistance  
Southern Platte Emergency Assistance Coalition  
Truth Faith Ministries  
United Inner City Services  
University of Missouri Extension Office  
University of Missouri Kansas City  
Zion Grove Missionary Baptist Church

## Donors

Arvest Bank  
City of Excelsior Springs  
City of Kansas City, Missouri  
Full Employment Council  
Greater Kansas City Community Foundation  
Mid-America Assistance Coalition  
Missouri American Water  
Missouri Housing Development Commission-  
Hero & Dream Program  
State of Missouri Homeless Challenge  
United Way of Greater Kansas City  
US Department of Agriculture  
US Department of Health & Human Services  
US Department of Housing & Urban Development  
US Federal Emergency Management Agency



**CHOOSE HOPE**  
UNITED SERVICES COMMUNITY ACTION AGENCY

# USCAA STAFF

## Community Action Board Structure

Community Action Agency Boards are required to have a three part structure to insure diversity and the interests of low income residents are well represented. There are three requirements:

**Low Income** - One-third or more of the board must be low income residents or their representatives. This sector is democratically elected from each of the three counties.

**Public Body** - One third of the board must be comprised of elected officials or their designees.

**Private** - Up to one-third of the board will represent different segments of the community-business, local, social services, religion, education, medicine, and other private groups.



### Missouri Association for Community Action (MACA)

MACA is the statewide association of community action agencies fighting poverty in Missouri. The 19 community action agencies that cover every county in Missouri are members. Established in 1971, its vision is "United in purpose, the Missouri Community Action Network will inspire and engage people to ensure that all families and communities thrive."

MACA supports this vision through advocacy, training, awareness, technical assistance, and resource development. It seeks to be an effective advocate for legislation and funding to aid the fight against poverty and to provide training opportunities and technical support to enhance the ability of agencies to serve their clients.

An important tool is the automated client tracking system used by the 19 Missouri agencies to effectively and efficiently collect, maintain and report on the clients they serve, the programs they offer, and the outcomes they achieve. Every agency collects the same information and reports the same data. It reduces how often clients repeat sensitive and personal information. Inter-agency sharing of expertise is enhanced.

**Albert Dudley**  
Executive Director

Clifton Campbell  
Program Director

Lemartt Holman  
Weatherization Manager

Tyra Maxwell  
Special Projects &  
Quality Assurance Manager

Glory Vaughn-Walker  
Support Services Manager

Tawana Woods  
LIHEAP Manager

Albert Freeman  
Outreach Supervisor

Theresa Ladner  
Outreach Supervisor

Terrie Planchock  
Outreach Supervisor

Pat Canady  
Accountant II

**FISCAL**  
Verna Miller  
Steven Turner

### CASE MANAGEMENT

Elicia Redmond  
Vicki Jo Ross  
Demetrius Mays  
Courtney Schooler  
Betti Givens  
Shonda Hines  
Linda Burhrmester

### LIHEAP

Jeannie Balcom  
Peggy Clark  
Terry Doss  
Brenda Woolridge  
Karen Johnson  
James Mack  
Jacqueline Masoner-Long  
Stenisha McConnell  
Cathy Norris  
Teresa Planchock  
Debra Rach  
Holliday Sparks

### WEATHERIZATION

Verette Richardson  
Bobby Ford  
Gary Lee Foyt  
David Gayle  
Michael Jones  
Brandi Kelsey  
Martin Martinez  
Breanna McGee  
LoFonzo Pinkney  
Daniel Kosman  
Ronel Richardson  
Kelly Simpson  
Richard Smith  
Martin Tennant  
Dexter Brown  
Cassandra Gause

**SECURITY-Facility Support**  
Ronald Foster

### RECEPTIONIST

Brandi Kelsey

# United Services CommunityAction Agency

the war continues . . .



United Way of  
Greater Kansas City

