



# United Services Community Action Agency



## 2012 Annual Report



Message from the

## Board President and Executive Director



*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. It is true that our Mission Statement to "eliminate poverty" sets the course for USCAA and the*

direction for our everyday operations. We, personally, would add the sentiment of the lyrics from the gospel song recorded by Grammy-winning artist Hezekiah Walker:

*"I need you, you need me. We're all a part of God's body.  
Stand with me, agree with me. We're all a part of God's body.  
It is His will that every need be supplied.  
You are important to me - I need you to survive!"*

We firmly believe that we must try and address the myriad needs of the economically disadvantaged of Jackson, Platte and Clay Counties with compassion, humility and intentionality while...

...acknowledging that "except for the grace of God there would go I;"

...accepting the fact that the economic health of our community is dependent on **every** individual having access to living-wage jobs, safe and affordable housing, basic healthcare, a quality education and *HOPE*; and finally

...embracing our responsibility to give back until all who are willing have reached their God-given potential.

We accept and understand that we are made complete and whole as those within the sphere of our influence are given the same opportunities to prosper. So it is with dignity and respect that we diligently and whole-heartedly address our clients' needs to attain self-sufficiency, because "*they are **important** to us and we need each of them to not only survive, but thrive.*"

  
Executive Director/CEO

  
President/Board Chairman

## Officers

**President - Dr. Zavon Kanion** (Private Sector – Healthcare)  
**1st Vice President - Mr. Alan Greml** (Public Sector – Clay County Commission)  
**2nd Vice President – Ms. Jane Fowler** (Low Income Sector – Platte 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

**Ms. Lindy Belton** (Private Sector – Law Enforcement)  
**Dr. Patrick Dobson** (Public Sector – Kansas City, MO Mayor’s Office)  
**Mr. Clyde McQueen** (Private Sector – Nonprofit / Employment Services)  
**Vacant** (Low Income Sector – Clay County)  
**Ms. Deborah Pledger** (Low Income Sector – Eastern Jackson County)  
**Mr. Ralph Reid** (Private Sector – Business/Philanthropy)  
**Mr. Don B. Reimal** (Public Sector – Mayor, Independence)  
**Ms. Celestine Williams** ( Public Sector – Jackson County Legislature)  
**Ms. Deborah Mann** (Private Sector – Business/Early Childhood Development)

## 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. The three sectors are:

**Low Income** – at least 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** – 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, labor, social services, religion, education, medicine, and other private groups.



## 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 34 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 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.

## POVERTY FACTOID

### FAMILY & ECONOMIC SECURITY

- 10 years ago, 9.9% or 551,000 Missourians lived in poverty. Today, the poverty rate stands at 15.8% or 920,118 Missouri citizens.
- Of the total number of people in poverty ....306,038 of them are children.
- Missouri's unemployment rate continues to slowly recover from a high of 9.7% in August 2009 ...In October of 2012 the unemployment rate stood at 6.9%.
- Missouri is 28th in the country overall in financial security for our citizens. Although many of our residents have jobs, we lack adequate savings and our families are asset poor.

# WHO WE SERVE. . .



From October 1, 2011 through September 30, 2012 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 assistance
- ◆ **8,356** Jackson County families received energy assistance
- ◆ **318** Platte County families received energy 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...

**Family 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.



### POVERTY FACTOID

According to 2011 statistics, 16.5% of Jackson County residents, about 1 out of every 6, were below poverty level. The national average was 14.3%

**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. 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 Christmas** 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.



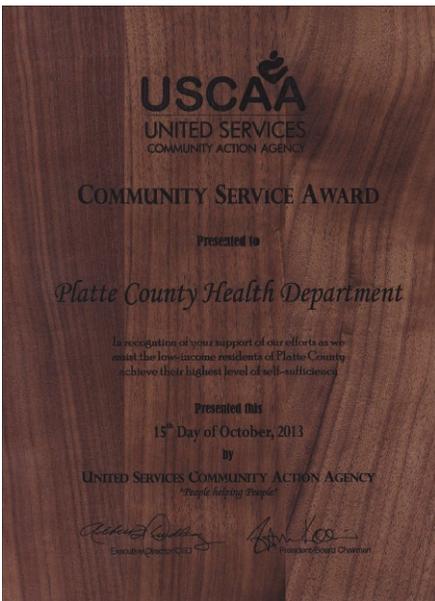
## POVERTY FACTOID

### Food Insecurity

48.8 million Americans—including 16.2 million children— live in households that lack the means to get enough nutritious food on a regular basis. As a result, they struggle with hunger at some time during the year.

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

# USCAA Outstanding Community Service Award



United Services Community Action Agency (USCAA) and Platte County Health Department (PCHD) have worked together for many years. We started by screening individuals for income eligibility that could be referred to the Health Department's Emergency Dental Treatment service. Then the Health Department asked if we could do the same for their prescription drug program so they could help meet the medical needs of low-income individuals in Platte County.

This was the beginning of a strong partnership between the Health Department and United Services Community Action Agency.

The Health Department has worked side by side with United Services and other community organizations to plan and host an annual Back to School Fair over 10 years. This fair has become a success due to a strong partnership between the community in Platte County especially the YMCA, Platte County Health Department and United Services Community Action Agency. The fair also provided the opportunity to sign up for the free and reduced school lunch program, School ID's through the Sheriff's office, Royals Tickets for families, vision screenings, utility assistance and many other needed services.

USCAA and PCHD have also reached out to the population of seniors in Platte County by creating and sponsoring an annual Senior Fair that is hosted in two communities. This is an opportunity to inform the public of the services that are available that benefit seniors and their families and how to access them. The Health Department is present to give blood pressure, cholesterol and blood sugar checks. USCAA is there to provide assistance for the low income seniors and to help connect them with other programs in the community.

The Platte County Health Department not only provide the services we expect from a health department like shots, head lice checks, nutritional information and physicals but also go the extra mile to help the low income by providing extras such as hygiene packets, bike helmets and repair or replace sewage systems.

**Mary Jo Vernon, the Executive Director**, also took it upon their agency to temporarily house United Services staff during a time when our office was in danger of being flooded by a nearby river basin.

They are always willing to help wherever they can meet a need, whether it is flu shots at the Christmas Store, getting information out to the low-income citizens, or working on the latest task force on preparing for and responding to emergencies in our community.





Thursday, August 15, 2013

**Subject:** Weatherization Subgrantee Selection

*The Missouri Department of Natural Resources (DNR) recommends **United Services Community Action Agency (USCAAA)** to be the Low Income Weatherization Assistance Program (LIWAP) provider in the Kansas City area servicing Clay, Jackson, and Platte counties. USCAA is currently successfully operating the largest Low Income Home Energy Assistance Program (LIHEAP) program in Missouri. USCAA has 35 years of experience in assisting low income clients and has five outreach offices in multiple locations serving Clay, Jackson and Platte counties. History of the Weatherization Assistance Program*

*The Weatherization Assistance Program was created under Title IV of the Energy Conservation and Production Act of 1976. During a period of staggering increases in energy prices following the 1973 oil crisis, the program was designed to save imported oil and cut heating bills for low-income households, including senior citizens living on fixed incomes and Social Security, who were especially hard hit by rising energy bills.*



## Weatherization Assistance Program

The Weatherization Assistance Program (WAP) enables 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 U.S. Department of Energy (DOE) provides funding to states, U.S. overseas territories, and Indian tribal governments, which manage the day-to-day details of the program. These governments, in turn, fund a network of local community action agencies, non-profit organizations, and local governments that provide these weatherization services in every state, the District of Columbia, U.S. territories, and among Native American tribes.

The energy conservation resulting from these efforts of state and local agencies helps our country reduce its dependence on foreign oil and decrease the cost of energy for families in need while improving the health and safety of their homes. During the past 33 years, WAP has provided weatherization services to more than 6.4 million low-income households. Families receiving weatherization services see their annual energy bills reduced by an average of about \$437, depending on fuel prices. Because the energy improvements that make up weatherization services are long lived, the savings add up over time to substantial benefits for weatherization clients and their communities, and the nation as a whole.

The Weatherization Assistance Program was created under Title IV of the Energy Conservation and Production Act of 1976. During a period of staggering increases in energy prices following the 1973 oil crisis, the program was designed to save imported oil and cut heating bills for low-income households, including senior citizens living on fixed incomes and Social Security, who were especially hard hit by rising energy bills.



# Demographics

## Gender

Male	13,349
Female	19,464

## Age

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

## Ethnicity

Latino	1,386
Non-Latino	32,813

## Race

Black/African-American	22,502
White	8,008
Mixed Race	536
Other	1,504

## Education Attainment

0 – 8 <sup>th</sup> grade	234
9 <sup>th</sup> – 12 <sup>th</sup> grade	1,433
High School Grad/ GED	3,431
Some post-secondary	1,022
2 – 4 year college degree	238

## Other Characteristics

Have no health insurance	4,285
Disabled	28,245

## Household Type

Single Parent/Female	5,478
Single Parent/Male	387
Two Parents	1,116
Single Person	4,282
Two Adults/ No Children	538
Other	737

## Household size

1	4,415
2	2,508
3	2,265
4	1,749
5	946
6	425
7	137
8 or more	93

## Sources of Household Income

No income	9,321
TANF	492
SSP	590
Social Security Pension	30
General Assistance	0
Unemploy. Insurance	220
Employment	444
Employment + other sources	781
Other	471

## Level of Household Income

(% Federal Poverty Guidelines)	
50% or less	10,526
51 – 75%	767
76 – 100%	657
101 – 125%	408

126 – 150%	126
151 – 175%	33
176 – 200%	7
201% or more	14

## Housing

Own	1626
Rent	10,721
Homeless	24
Other	168

All data is from our fiscal year 2012 – 10-01-2011 to 09-30-2012.

TANF – Temporary Assistance for Needy Families – A Federal program providing temporary (5 years or less) financial assistance to low-income parents while they learn job skills and obtain work experience.

SSI – Supplemental Security Income – A Federal program providing supplemental income to people who are either disabled, blind, or 65 years old or older.



# United Services Community Action Agency Staff Directory

September, 2013



**Albert Dudley**  
Executive Director  
Manchester-Central Office



**Clifton Campbell**  
Program Director  
Manchester-Central Office



**Katrena Armstrong**  
Fiscal Director  
Manchester-Central Office



**Pat Canady**  
Accountant II  
Manchester-Central Office



**Verna Miller**  
Data Entry Specialist  
Manchester-Central Office



**Tawanna Woods**  
LIHEAP Manager  
Manchester-Central Office



**Glenn Hughes**  
Supportive Services Manager  
Manchester-Central Office



**Al Freeman**  
Outreach Supervisor  
Manchester-Central Office



**Theresa Ladner**  
Outreach Supervisor  
East Jackson County Office



**Sean Wicklund**  
Computer Supp Specialist  
Manchester-Central Office



**Glory Vaughn-Walker**  
Case Manager  
Manchester-Central Office



**Peggy Clark**  
Resource Specialist  
Excelsior Springs Office



**Linda Buhrmester**  
Case Manager  
Northland Offices



**Terrie Planchock**  
Outreach Supervisor  
Northland Offices



**Brenda Woolridge**  
Resource Specialist  
Manchester-Central Office



**Verette Richardson**  
Resource Specialist  
Manchester-Central Office



**Otis Morris**  
Case Manager  
Manchester-Central Office



**Stenisha McConnell**  
Receptionist  
Manchester-Central Office



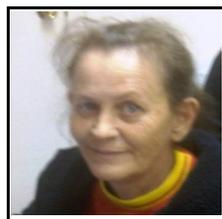
**Deb Rach**  
Resource Specialist  
East Jackson County Office



**Cathy Norris**  
Office Assistant  
Platte County Office



**Jackie Masoner-Long**  
Resource Specialist  
Platte County Office



**Karen Johnson**  
Resource Specialist  
Clay County Office



**Holly Sparks**  
Resource Specialist  
Clay County Office



**Ron Foster**  
Security Officer  
Manchester-Central Office



**Atonya Walker**  
Administrative Clerk  
Manchester-Central Office

**United Services Community Action Agency  
Statement of Activities  
For the Year Ended September 30, 2012**

<b>Revenues</b>	<b>2012</b>	<b>2011</b>
<b><u>Federal Revenue</u></b>		
Community Services Block Grant (CSBG)	2,135,645	1,595,897
Energy Crisis Intervention Program (ECIP)	5,974,956	4,757,251
KCMO - Supportive Housing Program	93,121	30,602
Federal Emergency Mangement Agency	28,931	33,047
<b>Total Federal Revenue</b>	<b>8,232,653</b>	<b>6,416,797</b>
<b><u>State Revenue</u></b>	<b>0.00</b>	<b>97,833</b>
<b><u>Private Sector Revenue</u></b>		
Cash Contributions	4,744	72,336
Sales-Thrift Store	0.00	21,044
United Way of Greater Kansas City	37,692	36,527
Local Grants	77,128	42,780
Other Income	2,590	6,659
<b>Total Private Sector Revenue</b>	<b>122,154</b>	<b>172,687</b>
<b>In-Kind Contributions</b>	<b>64,594</b>	<b>213,589</b>
<b>TOTAL REVENUES</b>	<b>8,419,401</b>	<b>6,900,906</b>
<b>Expenses</b>		
<b>Direct Client Support:</b>		
Energy Crisis Intervention Program (ECIP)	5,098,207	4,044,834
Supportive Housing	67,823	106,611
Federal Emergency Management Agency	28,931	33,047
Hero & Dream Program	0.00	40,000
United Way of Greater Kansas City	37,692	36,527
Greater KC Community Foundation	0.00	2,430
Mid America Assistance Coalition	1,000	1,400
Project Warmth	0.00	714
City of Riverside	0.00	13,501
City of Excelsior Springs	4,744	427
Missouri American Water	1,701	1,971
Cash Contributions	39,316	59,721
UMKC Pipeline Program	0.00	99,964
Community Services Block Grant	669,676	96,550
<b>Total Direct Client Services</b>	<b>5,949,090</b>	<b>4,537,697</b>
Delegate Agency Services:	0.00	53,833
Administration	2,344,829	2,356,304
In-Kind Expenditures	64,594	213,589
<b>TOTAL EXPENSES</b>	<b>8,358,513</b>	<b>7,161,423</b>
<b>Net Increase (Decrease) in Assets</b>	<b>60,888</b>	<b>(260,517)</b>
NET ASSETS AS OF BEGINNING OF YEAR	3,006,248	3,266,765
<b>NET ASSETS AS OF END OF YEAR</b>	<b>3,067,136</b>	<b>3,006,248</b>

**United Services Community Action Agency**  
**Statement of Financial Position**  
**For the Year Ended September 30, 2012 & September 30, 2011**

	<b>2012</b>	<b>2011</b>
<b>Assets</b>		
<b>Current Assets:</b>		
Cash and Investments	2,534,025	2,871,886
Grant Awards Receivable	337,570	168,398
Prepaid Expenses	34,832	40,225
<b>Total Current Assets</b>	<b><u>2,906,427</u></b>	<b><u>3,080,509</u></b>
<b>Property and Equipment</b>	<b>356,886</b>	<b>353,820</b>
<b>Total Assets</b>	<b><u>3,263,313</u></b>	<b><u>3,434,329</u></b>
<b>Liabilities and Net Assets</b>		
<b>Current Liabilities</b>		
Accounts Payable	39,947	188,899
Accrued Payroll	47,702	37,237
Refundable Advances	22,696	136,921
<b>Total Current Liabilities/Total Liabilities</b>	<b><u>196,177</u></b>	<b><u>428,081</u></b>
<b>Net Assets:</b>		
<b>Unrestricted Net Assets:</b>		
Operating	3,006,248	2,906,284
Board Designated for Poverty Programs	60,888	99,964
<b>Total Net Assets</b>	<b><u>3,067,136</u></b>	<b><u>3,006,248</u></b>
<b>Total Liabilities and Net Assets</b>	<b><u>3,263,313</u></b>	<b><u>3,434,329</u></b>

## 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 Corporation  
Missouri American Water  
New House Center  
Park Hill Baptist Church  
Penn Valley Community College  
Platte Archie School District Platte County Health  
Department  
Platte County Senior Fair Committee  
Raytown Emergency Assistance Program  
Rose Brooks Center  
Santa Fe Area Council South 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 / Funders

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



## 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.



The United Way of Greater Kansas City (UWGKC) was created in July 2007 by the merger of the Bi-County United Way of Cass and Jackson, Heart of America United Way (including Northland United Way Services) and United Way of Johnson County. UWGKC continues to maintain local offices representing Eastern Jackson and Cass Counties, Kansas City, MO, the Northland and Johnson County. The offices work to nurture relationships with local donors, companies and partner agencies while embracing a regional approach to service delivery and problem solving. UWGKC's mission is to improve people's lives by mobilizing the caring power of our community.



**United Way of  
Greater Kansas City**

### POVERTY FACTOID

In 2007, in the United States, the ten states that rank the highest in malnutrition were Mississippi, New Mexico, Texas, Arkansas, Maine, South Carolina, Georgia, Kansas, Oklahoma and **Missouri**.

United Services Community Action Agency is part of a nationwide network of Community Action Agencies enabled by the Economic Opportunity Act of 1964 as part of the War on Poverty. Our designated service area is Clay, Jackson, and Platte Counties in Missouri.

This is our 2012 Annual Report. It condenses our 2012 fiscal year (10/01/2011 to 09/30/2012) program results, demographics, and financial information.

If you have questions about this publication or more information about our work, please contact our Executive Director, Mr. Albert Dudley at 816-358-6868.



### Community Action Partnership (CAP)

CAP is the nonprofit, national membership organization representing the interests of the 1,100 Community Action Agencies (CAAs) across the country that annually helps 17 million low-income Americans achieve economic security. Its services include conferences, training, technical assistance, staff professional development, educational resources, publications, networking, and information on funding sources. It is the mission of the Community Action Partnership to strengthen, promote, represent and serve its network of member agencies to assure that the issues of the poor are effectively heard and addressed. For more information visit: <http://www.communityactionpartnership.com/>

### USCAA Outreach Offices

#### Jackson County

Central (Administrative Offices)  
6323 Manchester Ave, Kansas City, MO 64133  
816-358-6868  
Services: Poverty simulations and Youth programming.

#### Eastern

(Hawthorne Place Apartments)  
16995 E. Dover Lane Independence, MO 64056  
816-994-2100  
Services: Youth programming.

#### Clay County

Excelsior Springs  
108 South Thompson Ave, Excelsior Springs, MO 64024  
816-630-0037  
Northland  
1900 NE Englewood Rd, Kansas City, MO 64118  
816-459-9615

#### Platte County

412 Aller Avenue, Tracy, MO 64079  
816-858-5153  
Services: Food Pantry, Christmas Store, and Coats for Kids

All locations provide the following services: Emergency and basic needs services, including utility and rental assistance, food vouchers, homeless programming, case management, employment services, Back to School Fairs, Red Bag Christmas, and other referral services. Services unique to a location are noted by the location.

## *The Promise of Community Action*

*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.*

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**Make the Promise • Keep the Promise • Live the Promise**

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[www.choose-hope.org](http://www.choose-hope.org)

