

**“We’re in this TOGETHER.”**

*Helping People. Changing Lives.*

**Annual Report  
2014**

# 2014 USCAA EXECUTIVE BOARD

## President

Dr. Zavon Kanion - Private Sector  
Healthcare

## First Vice President

Patrick Dobson - Public Sector  
Clay County

## Second Vice President

Jane Fowler - Low Income Sector  
Jackson County

## Secretary

Mark Lindsay - Public Sector  
Platte County Commission

## Treasurer

Barbara Lunn - Low Income Sector  
Platte County

## Parliamentarian

Jerry Blair - Low Income Sector  
Platte County

# DIRECTORS

Lindy Belton - Private Sector  
Law Enforcement

Dr. Patrick Dobson  
Mayor's Office City of Kansas City, Missouri

Clyde McQueen - Public Sector  
Nonprofit Employment Services

Deborah Pledger - Low Income Sector  
Eastern Jackson County

Ralph Reid - Private Sector  
Philanthropy Sprint Foundation

Mark Buhlig - Low Income Sector  
Clay County

Celestine Williams - Public Sector  
Jackson County

Deborah Mann - Private Sector  
Early Childhood Development

Community Action Agency Boards are required to have a three part structure to ensure 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     | 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. |

Message from the Board President and Executive Director/CEO

**Helping People. Changing Lives.**

United Services Community Action Agency (USCAA) has advanced and promoted the interest of poor people since 1978 by connecting families with needed resources. Our core mission is to provide programs and services to assist these families in their effort to get out of poverty.

We carry out our mission by creating, coordinating, and delivering a broad array of programs and services in three counties in Missouri — Clay, Jackson, and Platte. We mobilize, and coordinate our resources and partnerships to reach our goals.

In these challenging economic times, our programs and services empower and transform communities to strengthen economic security for poor residents while helping our community plan for the future. At USCAA we are committed and invested in the future of Kansas City and it is reflected in our mission.

We administer the federally funded Community Services Block Grant (CSBG), Weatherization Assistance Program and the Low Income Home Energy Assistance Program across the Kansas City Metro area.

CSBG is the only comprehensive federal resource exclusively focused on addressing poverty issues. We use a powerful mix of local, state, and federal resources that have lead families to present to USCAA for services. Our delivery infrastructure responds to local problems that causes poverty. CSBG allows us to tailor our anti-poverty efforts to capitalize, collaborate, and link with other local services to enhance our efforts, efficiency and access to needed services.

With a clear vision and a focused plan, we began and ended the year practicing our values of Respect, Integrity, Partnership, Service, Stewardship, Results, and Quality Customer Service, and we are honored, committed, and dedicated to fighting poverty and promoting healthy communities.

We wish to thank our Partners, Board of Directors, Staff, and Clients for the support they have given in the years past and the challenges we have yet to face.

Zavion Kanion

Dr. Zavion Kanion

Clifton Campbell

Clifton Campbell, Executive Director & CEO

# IT WAS 1964

The Community Action movement began 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.



**HELPING PEOPLE, CHANGING LIVES.**

## **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.

**W**e 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.



**HELPING PEOPLE. CHANGING LIVES.**

# Who we served



## DEMOGRAPHICS

### GENDER

Male	10404
Female	15517

### AGE

0-5	3012
6-11	4589
12-17	4084
18-23	2364
24-44	6716
45-54	2553
55-69	2173
70+	430

### ETHNICITY

Hispanic, Latino or Spanish origins	979
Not Hispanic, Latino or Spanish origins	24942

### RACE

White	7466
Black or African American	16399
American Indian or Alaska Native	88
Asian	93
Native Hawaiian and Other Pacific Islander	99
Other	1129
Multi-Race (any two or more of the above)	647

### EDUCATION

0-8	366
9-12/Non-Graduate	2083
High School Graduate/GED	7193
12+ Some Post Secondary	1642
2 or 4 years College Graduate	588

### OTHER CHARACTERISTICS

No Health Insurance	10703
Disabled	3116

### HOUSEHOLD TYPE

Single Parent Female	4541
Single Parent Male	300
Two Parent Household	925
Single Person****	3247
Two Adults NO Children	472
Other	562

### HOUSEHOLD SIZE

One****	3458
Two	2210
Three	1831
Four	1329
Five	793
Six	257
Seven	111
Eight or more	58

### HOUSEHOLD SIZE

Zero Income	10047
TANF	735
SSI	1438
Social Security	1118
Pension	32
General Assistance	0
Unemployment Insurance	447
Employment + Other	1725
Employment Only	2652
Other	2300

### LEVEL OF HOUSEHOLD

<b>INCOME</b>	
Up to 50%	4900
51% to 75%	2221
76% to 100%	1626
101% to 125%	965
126% to 150%	282
151% to 175%	26
176% to 200%	14
201% and over	13

### HOUSING

Own	1179
Rent	8720
Homeless	30
Other†	118

All data is from our fiscal year 2014 (October 1, 2013 to September 30, 2014)

TANF-Temporary Assistance for Needy Families; A federal program providing temporary financial assistance to lowincome parents while they learn job readiness skills to obtain employment.

SSI-Supplemental Security Income; A federal program providing supplemental income to people who are either disable, blind, or 65 years or older.



# Highlights of Our Impact on Poverty



14,992	Families received <b><u>Energy</u></b> assistance
2,362	Clay County Families received <b><u>Energy</u></b> assistance
12,009	Jackson County Families received <b><u>Energy</u></b> assistance
621	Platte County Families received <b><u>Energy</u></b> assistance
9,226	Families received <b><u>Crisis</u></b> energy assistance
1,780	Clay County Families received <b><u>Crisis</u></b> energy assistance
8,397	Jackson County Families received <b><u>Crisis</u></b> energy assistance
553	Platte County Families received <b><u>Crisis</u></b> energy assistance
422	Received emergency rent assistance
5,873	Senior Citizens with Disabilities over age 55
8,885	Individuals with Disabilities
4,464	Individuals received emergency food
4,494	Received school readiness backpacks, supplies and services
64	Youth improved job readiness, academic, and social skills
56	Partners to expand resources and opportunities for families
1,862	Volunteer hours in services through USCAA
8	Low Income Students received scholarships
39	Students received summer internships
79	Students attended USCAA Leadership Development Institute
186	Homes received Weatherization Audits and Weatherization Services



# **Metropolitan** ENERGY CENTER

## **MISSION**

The Metropolitan Energy Center (MEC) was formed in 1980 and incorporated June 6, 1983, as a nonprofit organization. The mission of the MEC is to help create resource efficiency, environmental health, and economic vitality in the Kansas City region. Over the past three decades, the MEC has grown to be a recognized catalyst for regional energy partnerships that satisfy the triple-bottom-line approach.







*COMMUNITY SERVICES AWARD*

*Presented to*

*Metropolitan Energy Center*

*In recognition of your unwavering support in our efforts to provide programs and services for low-income residents of Clay, Jackson, and Platte Counties.*

*Presented this*

*20th, Day of October, 2015*

*by*

*United Services Community Action Agency*

*Helping People. Changing Lives.*



# TESTIMONIES

## **(Case Management Services)** Single male -

“I'm so happy with my recent interactions with the United Services Community Action Agency I have been part of the organization for years for other services such as utility assistance. I have never utilized services for rental assistance until I came on a hardship losing my job it was temporary to permanent it was really hard for me. I got into the rental assistance program and I received two counselors who assisted me with making better decisions with my finances and spending habits. I thought it was a normal program, what I did not know was that this program would also help me with other situations, such as food. I was too prideful to ask. I shared with my counselor my goals that I wanted to be a Barber Instructor. With Assistance from my case manager I was able to procure my license as an Instructor trainee. I'd like to give special thanks to my case manager and the program manager they are always an extreme help to me.”



Back to School

## **Low Income Housing Energy Assistance Program (LIHEAP)**

Single Female - No income or G.E.D. Through collaboration with the TANF program, LIHEAP provided work experience to secure finances to pay bills and to attend G.E.D. classes. This client was able to gain work experience completing clerical duties in addition to paying for transportation to complete G.E.D. classes. In July of 2014, she completed her G.E.D. on the first try. She called her family and friends and all of those supporters who believed she could do it. “Thanks to that I was hired as a part-time worker at United Services.”



## Weatherization - LIWAP



*"We're just getting started and we've weatherized 186 homes."*

*"So powerful is the light of unity that it can illuminate the whole earth."*

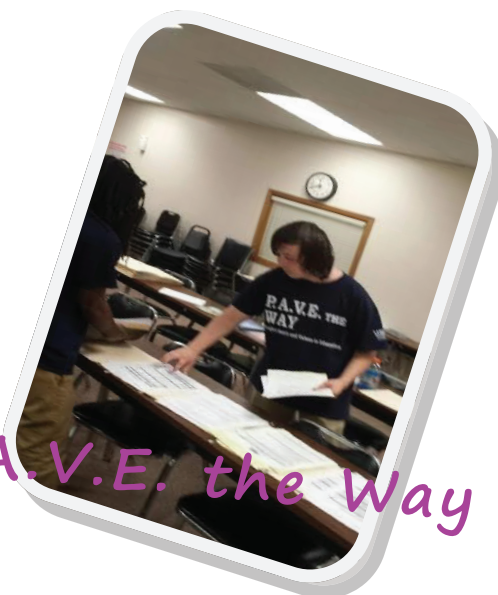
**Poverty Simulation** - A team of nursing students (paraprofessionals) embraced the simulation experience by recruiting other organizations to participate. The debriefing session provided insight as to how to serve families with limited resources and low income. Students and faculty expressed their gratitude by posting the simulation on the school intranet and agreed to invite the program to future classes for new students to experience.



*Holiday Celebration*



*Red Bags*



*P.A.V.E. the Way*

# Our PATHWAYS . . .

## PROGRAM & SERVICES:

### **Low Income Home Energy Assistance Program (LIHEAP)**

Energy and Crisis Assistance. USCAA is the largest provider of energy assistance in Missouri. We help low-income families pay their home electric and gas energy bills. This includes 1) an annual subsidy of \$300 per qualifying family, and 2) crisis intervention payments (up to \$800 annually) for families about to have their energy utilities disconnected.



### **Low Income Weatherization Assistance Program (LIWAP)**

Our Weatherization funds are used to improve the energy performance of the homes of needy families utilizing the most advanced technologies and testing protocols available in the housing industry. The program enables low-income families to lower their utility bills and, at the same time, increase the comfort, health and safety of their homes.



### **Family Case Management**

We provide long-term, intensive case management services to 60-80 families a year in economic crises. Our case managers work weekly on a one-to-one basis with each family, guiding them through the maze of issues that they must address to achieve their education and/or employment goals in an effort to become self-sufficient.

Rental Assistance. We help low-income families at risk of being evicted pay their rent (maximum one month per year).

Food Pantries. We provide emergency food assistance that is distributed to 12 food pantries operated by faith based and community organizations.

### **PAVE the Way**

An intensive after-school and summer program that annually gives approximately 100 low-income, high-risk students in area public high schools – kids who are destined for minimum wage jobs and bleak futures – the tools and support they need to graduate and pursue, through advanced education and training, satisfying, well-paying careers. Since it was established in 2009, almost every student in the PAVE the WAY program graduated from high school, and most have gone onto to college.



### **Poverty Simulation**

Our Poverty Simulation is a powerful educational game/training tool designed to help participants, who have no real life experience with chronic poverty, begin to understand the struggles of a typical low-income family trying to survive. The object is to sensitize participants to the realities that low-income people face on a daily basis. The experience lasts from two to three hours. It includes an introduction and briefing; the actual simulation exercise; and a debriefing period during which participants and volunteer staff share their feelings and experiences, and talk about what they have learned about the lives of people in poverty.



### **Community Gardens**

USCAA supports the development of one community garden with team building, garden by-laws and structure and the establishment of policies and procedures to promote self-sustainability. USCAA and a Local Faith Based Group (Englewood Baptist Church) will hire and train youth from the ages of (15-19). They will learn the importance of agriculture in community development; the importance of farmer's markets, methods that growers used for using plant products and working together as a team.

### **Youth Resilience Programs**

Youth in the community do not have access to programs that teach them leadership and other social skills that will further their development and allow them to see the impact they can have on their own communities. USCAA will support opportunities for low income youth to discover their resiliency, develop skills and take meaningful action in their lives and communities. Low-income youth will be engaged in programs and activities that support and promote their well-being. USCAA will provide collaborative leadership in the coordination of citywide partnerships that will bring a myriad of supportive services and programming to low income youth throughout the metro.



### **Back to School Fair**

Due to a lack of family resources, our Back to School Fairs bring awareness to school readiness and the limited healthcare coverage for low-income families. Our fairs also provide low-income children, access to healthcare services, supplies and uniforms they would need to be ready for school, e.g., School supplies, Immunizations, MC+ Information - applications taken, Toothbrush and toothpaste, Complimentary haircut, Head Lice Check, Bike Safety demonstration, Library Card - applications submitted, Other agencies/organizations - providing refreshments, application & enrollment, Other Agency/Organization Products - donated school-related products, I dent-a-child - finger printing, Lead poisoning testing, Other County Health Department services, DARE program presentation, BMI testing & analysis.

### **Family Intake Assessment & Referral**

The overall purpose of the Family Intake Assessment and Referral program is to help low-income families and individuals meet any emergency situation pertaining to their basic necessities (e.g., food, clothing, medication, utility bills, rent/mortgage payments, etc.). Participants seeking CSBG services will receive a comprehensive Family Intake Assessment and Referral (FIAR) to assess their needs, document eligibility, and identify the poverty condition affecting their family. Frontline staff make internal and external referrals for services and programs that will help the family resolve their emergency and provide for their basic needs.



### **Holiday Assistance**

Many metro families are struggling and the holidays, including Christmas, make those struggles more apparent. Our holiday assistance program provides an option for these families. Our Christmas store, Red bags, Costs for kids, and Thanksgiving food baskets, provide items and services necessary to ease the burdens through the holidays.

**United Services Community Action Agency**  
**Statement of Activities**  
**Year Ended September 30, 2014**

**FINANCIAL REPORT**

	2 0 1 4			Total	2013
	Unrestricted	Temporarily Restricted	Permanently Restricted		
<b>REVENUE</b>					
Community Service Block Grant	\$ 1,691,694			\$ 1,691,694	\$ 1,855,136
Energy Crisis Intervention Program	-	4,252,902		4,252,902	3,495,234
Supportive Housing Grant	-			-	46,075
Federal Emergency Management Agency	9,512			9,512	38,117
Low Income Weatherizaion Assistance Program	550,949			550,949	-
LIHEAP - Weatherization	115,143			115,143	-
Greater Kansas City Community Foundation	850			850	-
Utilicare	-	430,502		430,502	-
Cash Contributions	78,166			78,166	48,289
United Way of Greater Kansas City	-	58,697		58,697	33,961
Missouri American Water	1,376			1,376	1,314
Weatherization - KCPL	28,423			28,423	-
Weatherization - KCPL GMOC	6,572			6,572	-
Weatherization - Ameren	3,863			3,863	-
Interest Income	2,113			2,113	2,277
In-Kind Contributions (Note 13)	33,292	114,811		148,103	41,395
Miscellaneous Income	652			652	15,388
Release from Restriction	4,483,864	(4,483,864)		-	-
	<b>7,006,469</b>	<b>373,048</b>	<b>-</b>	<b>7,379,517</b>	<b>5,577,187</b>
<b>EXPENSES</b>					
Direct Client Support (Note 12)	4,660,689			4,660,689	3,594,439
Salaries and Wages	1,281,669			1,281,669	1,177,896
Employee Benefits	398,952			398,952	429,501
Employee Development & Recruitment	31,928			31,928	10,816
Security Services	38,776			38,776	46,630
Legal Services	13,570			13,570	9,893
Auditing Services	20,611			20,611	25,000
Data Processing Fees	8,800			8,800	7,313
Temporary Employment Services	268,091			268,091	106,786
Professional Consulting Services	39,483			39,483	12,699
Travel	35,833			35,833	38,886
Space Rental	31,884			31,884	29,569
Utilities	28,307			28,307	27,977
Repair and Maintenance	69,191			69,191	64,415
Supplies	122,241			122,241	47,128
Board Expenses	9,951			9,951	7,735
Postage & Freight	12,143			12,143	15,791
Telephone Expense	49,200			49,200	54,079
Insurance & Bonding	51,432			51,432	21,786
Depreciation	50,429			50,429	42,543
Vehecle Repair	2,135			2,135	-
Miscellaneous	14,401			14,401	9,853
In-kind Contribution Exp.	33,292			33,292	41,395
	<b>7,273,008</b>	<b>-</b>	<b>-</b>	<b>7,273,008</b>	<b>5,822,130</b>
CHANGE IN NET ASSETS	(266,540)	373,048	-	106,509	(244,943)
Net Asset at the Beginning of Year	2,822,194	-	-	2,822,194	3,067,137
<b>NET ASSET AT THE END OF THE YEAR</b>	<b>\$ 2,555,655</b>	<b>\$ 373,048</b>	<b>\$ -</b>	<b>\$ 2,928,703</b>	<b>\$ 2,822,194</b>

**United Services Community Action Agency**  
Statement of Financial Position  
September 30, 2014

	<u>2014</u>	<u>2013</u>
<b>Assets</b>		
<b>Current Assets</b>		
Cash and Cash Equivalents (Note 2)	\$ 2,115,601	\$ 2,501,644
Investments (Note 3)	117,276	114,965
Grant Awards Receivable (Note 4)	680,271	166,868
Accounts Receivable (Note 5)	12,369	15,119
Prepaid Expense (Note 6)	9,973	32,695
Inventory	1,117	-
<b>Total Current Assets</b>	<u>2,936,607</u>	<u>2,831,291</u>
<b>Fixed Assets</b>		
Property and Equipment, Net (Note 7)	<u>396,165</u>	<u>314,343</u>
<b>Total Assets</b>	<u>\$ 3,332,772</u>	<u>\$ 3,145,634</u>
<b>Liabilities and Net Assets</b>		
<b>Current Liabilities</b>		
Accounts Payable (Note 8)	\$ 213,379	\$ 184,031
Accrued Payroll & Payroll Taxes	74,026	50,450
Employee Benefits Payable (Note 9)	85,377	77,295
Other Taxes Payable	92	92
Deferred Revenue (Note 10)	<u>31,195</u>	<u>11,572</u>
<b>Total Liabilities</b>	<u>404,069</u>	<u>323,440</u>
<b>Net Assets</b>		
Unrestricted Net Assets	2,555,655	2,822,194
Temporarily Restricted Net Assets (Note 11)	<u>373,048</u>	<u>-</u>
<b>Total Net Assets</b>	<u>2,928,703</u>	<u>2,822,194</u>
<b>Total Liabilities and Net Assets</b>	<u>\$ 3,332,772</u>	<u>\$ 3,145,634</u>

FINANCIAL REPORT



# THE TEAM

HELPING PEOPLE. CHANGING LIVES.

**Donnie Wilson, Program Director**

**Michelle Johnson, Fiscal Director**

**June Valdivia, Human Resources Manager**

**Tyra Maxwell, Marketing & Special Projects Manager**

**Glory Vaughn Walker, Support Services Manager**

**Tawana Woods, LIHEAP Manager**

**Lemartt Holman II, Weatherization Manager**

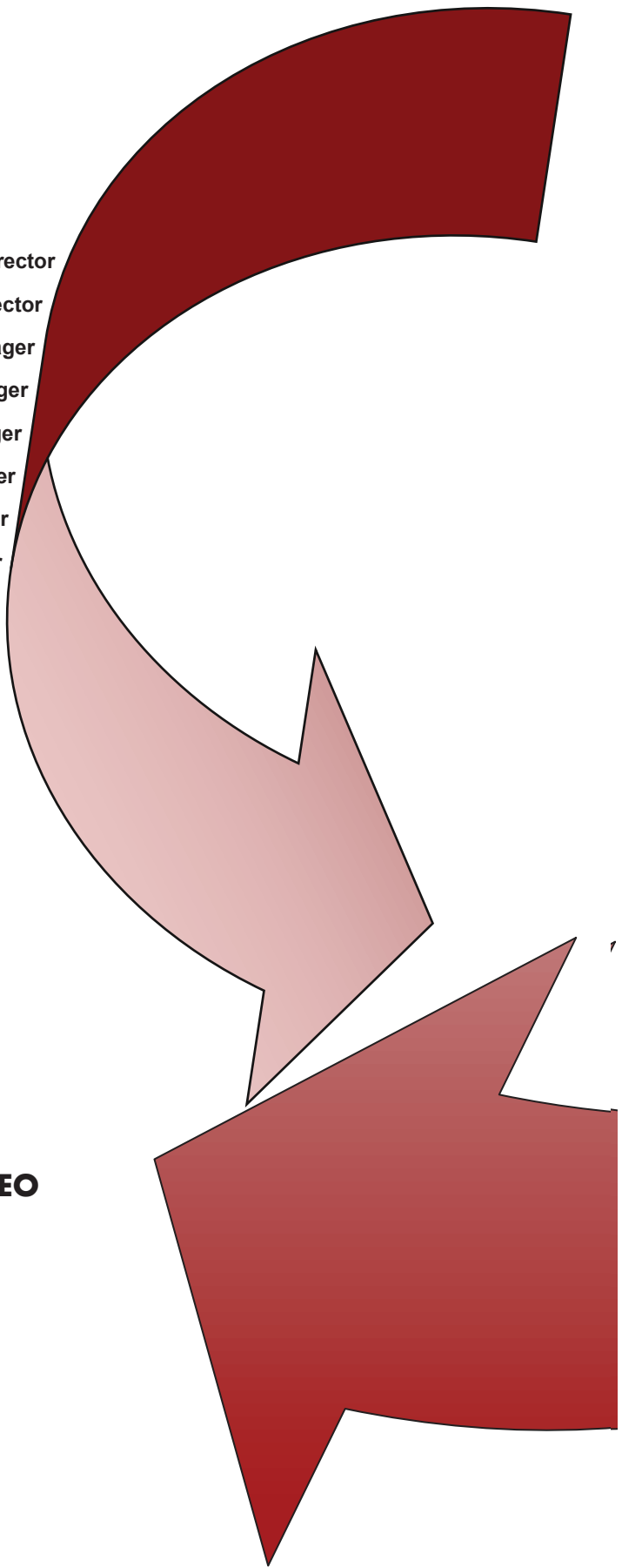
**Al Freeman, Outreach Supervisor**

**Theresa Ladner, Outreach Supervisor**

**Terrie Planchock, Outreach Supervisor**

**“Great Leaders make A DIFFERENCE.”**

**Clifton G. Campbell, Executive Director & CEO**





**Ron Foster, Security Officer**

**Brandi Kelsey, Receptionist**

**Shana Paul, Executive Assistant to the CEO**

**Verna Miller, Data Entry Technician**

**Pat Canady, Accountant**

**Demetrius Mays, P.A.V.E. the Way Case Manager**

**Eric Green, P.A.V.E. the Way Case Manager**

**Betti Givens, P.A.V.E. the Way Case Manager**

**Jessica Broils, P.A.V.E. the Way Case Manager**

**Linda Buhrmester, Case Manager**

**Daphne Orphey, Case Manager**

**Elicia Redmond, Case Manager**

**Vicki Jo Ross, Case Manager**

**Dan Kosman, WX Energy Auditor**

**Gay Lee Foyt, WX Energy Auditor**

**Martin Tennant, WX Energy Auditor**

**Johnson Brainoo, WX Energy Auditor**

**David Gayle, WX Energy Auditor**

**Dexter Brown, WX Energy Auditor**

**Darryl Irvin, WX Energy Auditor**

**Ana Johnson, WX Energy Auditor**

**Martin Martinez, WX Energy Auditor**

**Breauna McGee, WX Energy Auditor**

**Richard Smith, WX Energy Auditor**

**Terry Doss, WX Resource Specialist**

**Cassandra Gause, WX Resource Specialist**

**Kelly Simpson, WX Resource Specialist**

**Carmen Mahoney, WX Resource Specialist**

**Lindsie Pike, Resource Specialist**

**Holly Sparks, Resource Specialist**

**Janelle Stephens, Resource Specialist**

**Deborah Rach, Resource Specialist**

**Stenisha McConnell, Resource Specialist**

**Verette Richardson, Resource Specialist**

**Brenda Woolridge, Resource Specialist**

**Cathy Norris, Office Assistant**

# COMMUNITY

**Covenant Presbyterian**

**Englewood Baptist Church**

**Hawthorne Apartments**

**Harvesters**

**Missouri Housing Development Commission**

**New House Center**

**Park Hill Baptist Church**

**Hickman Mills School District**

**Kansas City Power & Light**

**Metropolitan Energy Center**

**U.S. Department of Health Human Services**

**U.S. Department of Housing & Urban Development**

**Platte Archie School District**

**Arvest Bank**

**City of Kansas City, Missouri**

**United Way of Greater Kansas City**

**U.S. Department of Agriculture**

**The Department of Energy**

# **PARTNERSHIPS**

**Full Employment Council**

**Good Samaritan Center Excelsior Springs**

**Macedonia Baptist Church**

**Raytown Emergency Assistance Program**

**Rose Brooks Center**

**Southern Platte Emergency Assistance Coalition**

**True Faith Outreach Ministries**

**Platte County Senior Fair Committee**

**Missouri Association for Community Action**

**Missouri Gas & Energy - Subsidiary of The Laclede Group**

**Mid-America Regional Council**

**Missouri American Water**

**Greater Kansas City Community Foundation**

**Mid America Assistance Coalition**

**U.S. Federal Emergency Management Agency**

**Kansas City Public Schools**

**Continuum of Care**

**Community Assistance Council**

**The State of Missouri - The Department of Social Services**

**Genesis School**

# WE ENVISION A WORLD WITHOUT POVERTY

Promise to educate and talk about poverty

Promise to volunteer at USCAA

Promise to write letters of support

Promise to bridge the gap and attend a poverty simulation

Promise to donate time, money, and resources

CHOOSE  HOPE  
UNITED SERVICES COMMUNITY ACTION AGENCY



United Way of  
Greater Kansas City

