

# 2017 ANNUAL REPORT

## ALWAYS FORWARD

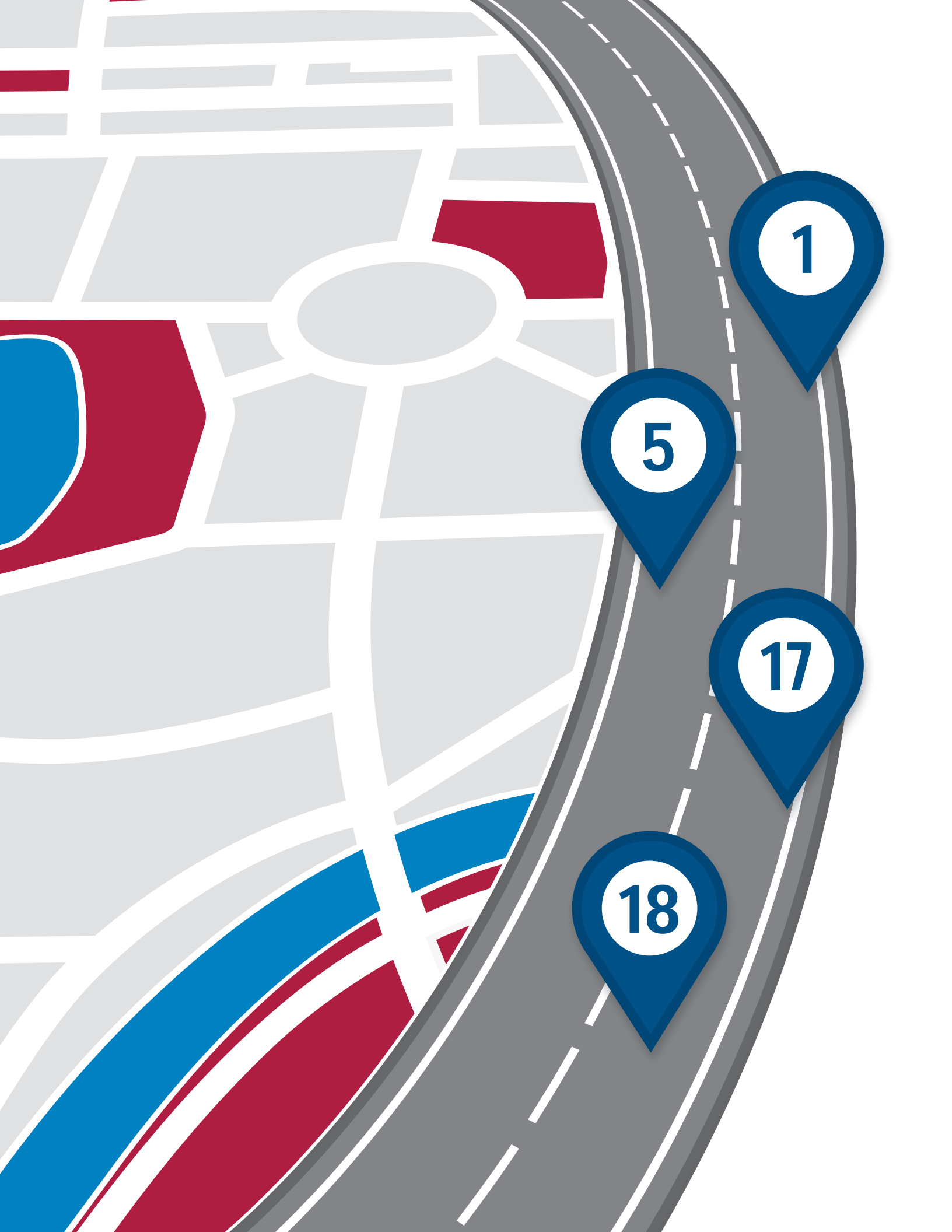


Helping People.

The mission of Community Action Agency of Greater Kansas City (CAAGKC) is to assist low-income residents of Clay, Jackson and Platte counties, Missouri in their effort to become self-sufficient by providing emergency utility, food and housing assistance to improve the quality of their lives and the opportunity to eliminate the causes of poverty.



Changing Lives.



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## Executive Summary

Headquartered in Kansas City, Missouri, Community Action Agency of Greater Kansas City (CAAGKC) is positioned to be the area's premiere provider of services; ensuring the comfort and safety of thousands of low-income residents each year.

## Our Programs

The programs offered by CAAGKC lift the burden of utility debt from those in crisis, allow children and youth to discover their full potential, help people develop a plan to get out of poverty, and offer ways to create safe and healthy environments where everyone can thrive.

## Our Donors & Partners

The generosity of our donors and partners helps us meet the needs of the community by filling in tangible financial gaps. By expanding long-standing partnerships and developing new partners, by recognizing donors and diversifying funding sources, we impact the lives of every person who walks through our door.

## Financials

CAAGKC is entrusted with federal, state, and local funding. We work to be good stewards of these funds while fulfilling our mission and living up to Our Promise to the community.

## Our Promise

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.

# EXECUTIVE SUMMARY

**Thinking forward sometimes means taking the lead. You may not always be sure of the road ahead, but you have a charge in front of you and the fortitude to move ahead.** I often took the lead and won when I ran track, a sport I trained hard in, but there's no altitude you can train at or course you can master when it comes to combating poverty. The winds of change will blow and you'll be facing the headwind of yet another obstacle.

The sweeping opioid crisis in America is gaining speed at an alarming pace. CAAGKC is a forerunner, and we've partnered with the Platte County Court to provide transportation for offenders to get them to and from mandatory drug testing, court dates, mental health treatment, and other appointments necessary for their recovery. It's unfortunate that we're the first Community Action Agency in the state to provide this service, but we're glad we could be a first responder.

In 2017 we weatherized 234 homes, taking the lead in the State of Missouri for homes weatherized. And we're sleeping better at night knowing that we've helped the disabled, elderly, and households with children stay warm in the winter and cool in the summer, providing energy savings that can now be used towards other subsistence needs.

No, we're not the first to award more than a quarter of a million dollars in college scholarships to high school seniors or annually take students on a 20-stop college and university tour, but we are helping first generation college students prepare to attend and succeed in institutions of higher learning. And we think it's best to start early, so we've partnered with Freedom Schools® to help foster an enjoyment of reading and learning for children during the summer.

It's a great feeling to receive the baton and be ahead of the pack in your relay. While my running days are behind me, I'm reminded of the team effort it takes and why partnerships are vital to our organization. Each partner brings a unique perspective, insight, and resources needed to win. We're grateful for the partners and donors we have, and we look forward to developing new relationships.

Poverty is a race of endurance, you have to focus on the possibilities and factor in the obstacles, but always visualize the end. "The race is not given to the swift..."

## So why are we in this race?

Because we were handed the baton, we'll continue to run; continue to fight for basic needs to be a human right. I extend my hand to you. Will you run with me?

Best regards,

Clifton Campbell  
Executive Director & CEO



CAAGKC Executive Director & CEO, Clifton Campbell, reads to Freedom Schools® students.





CAAGKC funds 32 community food and toiletry pantries, like Lift Him Up Ministries.



YouthBuild Ventures of the Housing Authority of Kansas City, MO was presented with CAAGKC's Community Service Award at the 2017 Annual Dinner for their significant contribution to countless Kansas City children.



It is always about the impact. How many people did we help? How many lives did we change? It's a race, always forward.



Eric Green and Jessica Broils, both employees in the Youth Services department, were recognized for their work with "Date for Dialogue," an internal communications and empowerment program.

**CAAGKC is governed by a tripartite board of directors, with one-third from the private sector, one-third from the public sector, and one-third from the community we serve. The board structure is defined by the Community Services Block Grant Act. The purpose of this requirement is to obtain input from each of the sectors on community needs, resources, and program effectiveness.**

## **Board of Directors**

Dr. Zavon Kanion, President – Private Sector, Jackson County

Dr. Patrick Dobson, First Vice President – Public Sector, Jackson County

Jane Fowler, Second Vice President – Low-Income Sector, Jackson County

Barbara Lunn, Treasurer – Low-Income Sector, Jackson County

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Parliamentarian – OPEN

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Judy Ellis – Low-Income Sector, Clay County

Janet Rogers – Public Sector, Clay County Commissioner's Office

Clyde McQueen – Public Sector, Jackson County

Henry Service – Private Sector, Jackson County

Debra Mann – Private Sector, Jackson County

Anne Rogers – Low-Income Sector, Platte County

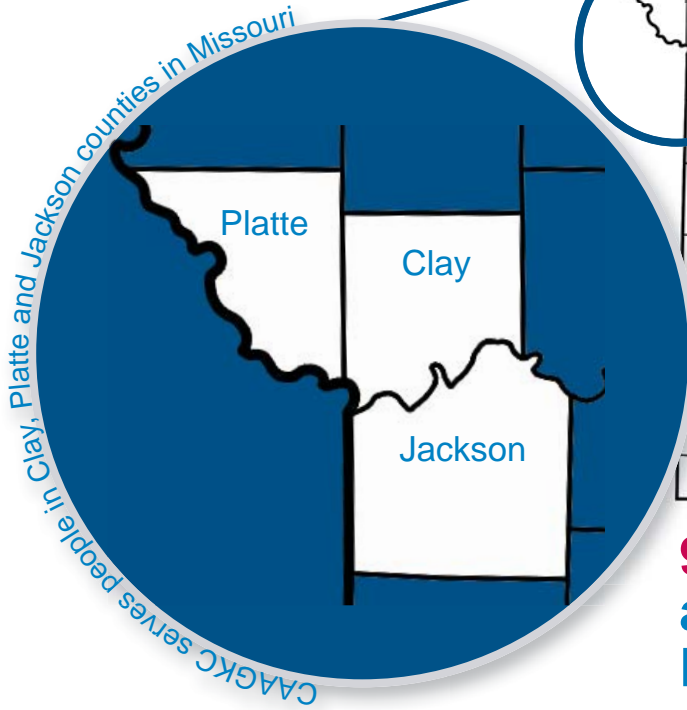
Gina Smith – Private Sector, Clay County



CAAGKC owns 12 vehicles, which act as mobile advertising for the agency.



**CAAGKC** processed more applications than any other CAA in MO

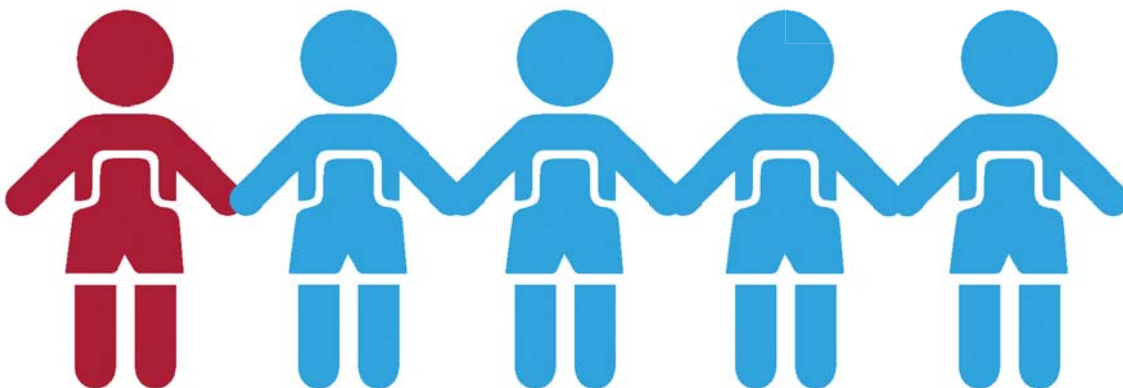


**908,628** Missourians are living at or below the Federal Poverty Guideline

Poverty rates have dropped nearly **2%**



**27,936** children in our service area are living in poverty



# OUR PROGRAMS

**Community Action Agency of Greater Kansas City helps low-income individuals and families regain their independence, achieve financial stability, and move out of poverty. Programs such as utility assistance, supportive services, youth programs, weatherization, and poverty simulations pave the way for self-sufficiency; offering a hand-up for individuals and families to work toward a better tomorrow.**

## Utility Assistance - LIHEAP

When people fall upon hard times and are unable to pay their utility bills, CAAGKC can offer solutions. Some people just need a little help, a one-time grant to get them through the month. Others are in crisis, either living without service or in threat of being disconnected.

In both these situations, CAAGKC offers individuals and families peace of mind during difficult times. We work in partnership with local utility companies throughout the area to help these families get their primary utilities reconnected and restored.

In FY17, 9,352 households took part in our crisis program. Thanks to the funds made available through the Low Income Home Energy Program (LIHEAP), people were able to get their fuel services restored. Our neighbors received lifesaving warmth in the winter and critical cooling in the summer because of this vital community program. In addition, 10,276 households received \$2,633,594 in funds to cover the costs of their primary heating bill with a one-time grant; a hand-up to help keep them from going into crisis.

### Olivia

Living with a hearing disability is difficult enough, but when you lose the ability to use your assistive devices it can seem unbearable. Olivia had fallen on hard times and had gotten behind on her utility bill. Her most valuable assistive devices required electricity in order to work. As a hearing impaired person, she needed her devices in order to interact with the hearing world.

She had a special alarm clock, with extra loud volume, vibration, and lights, to ensure she got up on time each morning for work. She also had a TTY, a telecommunications device that lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate, by allowing them to type messages back and forth to one

another instead of talking and listening. When her electricity was cut off, Olivia's ability to be independent and communicate with the outside world was also cut off.

Olivia came to CAAGKC looking for help. In order to get her the assistance she needed, the CAAGKC Resource Specialist took the time to answer all her questions in writing. Once we obtained the information we needed, we were able to get her electricity restored. Although it took extra time, this small act of compassion made all the difference to Olivia. It could have been a degrading and frustrating experience for her. But when treated with care and respect, people can hold their heads high and move forward with dignity. 💖

# LIHEAP helped 15,057 people with utility assistance.

Served 420  
clients in  
Platte County

Served 2,174  
clients in Clay  
County

Served 12,463  
clients in  
Jackson  
County



## Youth Services

According to the National Survey of Health and Development (NSHD), a 72-year human development study conducted by Britain's Medical Research Council (MRC), poverty creates a substantial barrier to children "in terms of how far up the ladder one can climb... even today, those born into poverty are worse off health-wise...earn less... are more likely to struggle in school".

In order to reach these "at-risk" kids, CAAGKC offers several youth programs that focus on meeting the basic needs of students. Once their basic needs are met, children are more able to focus on developing their leadership skills, finding a career or area of study they are passionate about, and giving back to their community.

We made sure 9,002 children had food to take home over the weekends through our BackSnack program. There were 1,120 instances where children could attend our programs because we were able to provide them with safe and reliable transportation options. And through our partnership with University Academy's Health and Dental Clinic, 126 children receive free health and wellness screenings.

*P.A.V.E. the Way* is a CAAGKC program offered in several area high schools. Open to juniors and seniors, this year-round program ensures students have the tools and support they need to be successful in high school and beyond. Several of our 62 summer interns were also part of P.A.V.E. Summer Interns became teachers and mentors to our 50 Freedom Schools® scholars, working to build marketable skills and experience while enriching young minds with lively music, engaging reading, and life lessons in self-respect.

The NSHD also noted the importance of parental engagement in terms of childhood cognitive development, education outcomes, and occupational success. So CAAGKC youth programs also focus on working to help parents connect and participate in their children's lives in a meaningful way.

Having a positive male role-model is very important to a child's development. Our Fatherhood Initiative worked with 47 dads, offering parenting workshops and helping them learn how to bond with their children.

At Freedom Schools®, we encourage parents to really listen to their children, talk to them, and most importantly, show them warmth and love. 100% of Freedom Schools® parents agreed that after the program they had a better understanding of how to help their child and planned to be more tuned-in to their education in the future. This will go a long way to providing their children a strong foundation for a bright future, regardless their economic status.

Becoming partners with parents is a key factor in their child's development in the future. But community partnerships are also advantageous for these kids. The more people who come together to work toward a child's success, the more opportunities the child has to succeed. We created several new partnerships in the community, from connecting with large school districts to helping 47 inner-city kids learn farming skills through the *Boys Grow* program. Partnerships offer the opportunity to enrich children's lives in new ways. Building a network of community partners, all working toward the same goal, allows us to reach more and more children every year.



Developed  
eight new  
partnerships

These P.A.V.E. students toured several different colleges and universities across the U.S. to find just the right educational program for them.

3,473 kids  
showed  
improved social  
& emotional  
development

5,093 students  
increased skill-  
sets needed for  
school success





## Daniel

"I don't want to be here," were the first words Daniel said as he arrived at Freedom School. The head-strong 10 year old quickly found his way to the back of the room, head down. He did not participate in the chants and cheers, the singing and the games. He watched while other children played the games and engaged their peers. With hunched shoulders Daniel took the entrance test. This test helps the educators pinpoint the educational needs of each individual child and sets the benchmark for their progress.

Although Daniel had just finished 3rd grade, he was reading at an 8th grade level. Much of his moodiness seemed to stem from boredom with a subject matter that was beneath his abilities and an inability to relate to his peers at their level. As the teachers talked with him, answering his unending stream of questions, they found ways to challenge him educationally. They gave him more difficult assignments, more fitting for his abilities. And to help him connect with the other children, they paired him with kids who had common interests. By recognizing his special talents and unique challenges, by taking the time to listen to him and truly hear his needs, our teachers were able to ease Daniel out of his shell.

Within just a few weeks, Daniel went from a sad little boy who wanted nothing more than to be home with his mom, to a happy and confident child, leading the class in joyous song. And even though he was already an advanced reader, his post-program tests showed he had increased his reading abilities to a 9th grade level by the end of Freedom School. As a matter of fact, more than 90% of Freedom School parents perceived positive changes in their child's social and academic confidence; a testament what can happen when a child's gifts and talents are recognized and encouraged.

We expect great things from Daniel. Most of all, we look forward to seeing his smiling face again next summer. 💖



Freedom Schools<sup>®</sup>  
offered free before and  
after school care, plus  
healthy snacks  
and meals.



## Weatherization

The Low Income Weatherization Assistance Program (LIWAP) provides homeowners and renters with cost-effective, energy-efficient home improvements free of charge. Protecting both the interior and exterior of the home is paramount as sunlight, precipitation, and wind can cause a dramatic increase in energy consumption and lower energy efficiency, costing homeowners hundreds of additional dollars on their utility bills each month.

Weatherization goes beyond just adding insulation in the attic (although we do that too!). Weatherization is a systematic approach to home improvement, addressing the needs of the whole house.

Some fixes are as simple as installing dampers on exhaust ducts, to prevent outside air from entering the house when the exhaust fan or clothes dryer is not in use. Other homes need more extensive improvements such as assessing primary heating systems and making repairs or replacements, as needed. Weatherization addresses each home, each homeowner, individually. We utilize the latest technology to find the most effective solutions; to bring an old, drafty home back to life.

This program is open to individuals and families living at 200% of the Federal Poverty Income Guideline.



Kept 175  
children  
warm  
& healthy

Helped 118  
seniors

Served 107  
people with  
disabilities



In FY17, CAAGKC's weatherization team made improvements to 234 homes, allowing more than 500 men, women, children, and seniors to feel comfy and cozy in their homes.

## Abigail

Abigail has been in her home for 60 years. Its old walls witnessed the hopes and dreams of her family, as the children came and went and the years passed. Just as she noticed the tiny wrinkles around her eyes increase and deepen over the years, she also noticed the deepening cracks and crevasses around the windows and doors of her home.

In winter, her house whistled with the wind. Abigail would put blankets over the doors and push rugs under the thresholds, making every attempt to keep in the warmth. Yet the wind still found its way in; it nipped at her nose and froze her toes.

The weatherization team assessed her situation and set to work to make her home comfortable again. With appropriate levels of insulation in the crawlspace and attic, weather-stripping around all the doors and windows, a new ventilation fan above the stove, and a few other touches, Abigail's home was made quiet and warm again.

The wind still whistles outside but her house is finally still. After being pounded

by the elements for six decades, her old house was truly transformed. Abigail's home is now running the way it did when it was brand new, effectively and efficiently. "I no longer have to cover anything up," explained Abigail, "It's so warm in here, and my toes aren't froze!" ❤️



We use the latest technologies to ensure homes don't have excessive energy loss.

## Supportive Services

If an individual or family is unable to meet their most basic needs, there is little hope that they will manage to find their way out of poverty on their own. During difficult times, people need support. The CAAGKC Supportive Services department offers that support, and so much more.

Supportive Service's Healthy Homes program protects children and families from housing-related health and safety hazards. In FY17, 36 homes were serviced.

According to the Centers for Disease Control and Prevention, the rate of opioid overdose deaths in Missouri increased by 31.8% between 2015 and 2016. CAAGKC is working to help those suffering with addiction by offering transportation options. Five individuals struggling to get their life back on track were provided 470 rides, enabling them to get safely to and from treatment appointments, court appearances, AA meetings, and work.

### Madison

Over the summer, Madison came into one of our offices requesting assistance with her utility bill. While chatting with the CAAGKC Resource Specialist, she subtly mentioned how hungry she was and how she didn't have the ability to pay for any food. It was late in the day. It would have been easy to hand her some forms and literature and send her on her way. But that is not how people are helped, how lives are changed.

It was way past walk-in hours for the local food pantries. So while one of the Resource Specialists helped get Madison's utility bill settled, our Case Manager contacted a

Supportive Services Case Managers work with each family, focusing on their individual, unique needs. Every family is different. Some need food: more than 90,676 people were provided with nutritious food thanks to 32 local food/toiletry pantries. Some need shelter: rental and mortgage assistance helped 439 people stay in their homes, and an additional 34 people were able to obtain safe and affordable housing. Some need jobs: our program helped 87 people find competitive employment and 211 people maintained their jobs for more than three months. Some need transportation: assisted 285 people to their destinations.

Supportive Services offer the kinds of emergency services families in crisis need. From protection against domestic violence to emergency legal assistance and medical care, the program helps families prioritize their lives and come up with an action plan for success.

pantry in Tracy, MO. Because it is funded and operated by CAAGKC, we knew we could get through to the staff. Within no time at all, the necessary paperwork was faxed over to the pantry and the staff began boxing up non-perishable food items and bottled water. Going above and beyond, a special care package was delivered to Madison's home, ensuring she had at least enough food and water to sustain her over the weekend.

This is how we help people, how lives are changed. 



439 people received emergency services





Provided food security to 90,676 people

25,982 seniors and disabled persons obtained food

From frozen meats and fresh veggies, CAAGKC works with local pantries to ensure anyone who is hungry is fed.

## Community Action Poverty Simulation (CAPS)

When you're teetering on the edge, it doesn't take much to fall into a crisis situation. Community Action Poverty Simulation (CAPS) is a unique opportunity to help people from all walks of life understand what life is like for the 45 million Americans living at or below the poverty line. CAPS is a team-building activity with a powerful message.

Each participant is assigned a persona: name, gender, age, physical health, and financial situation. Participants may be an elderly person suffering from chronic asthma or a high school student with a propensity for skipping school. The object of this simulation is to remove people from their normal settings and create an alternative life

simulation. The simulation lasts one "month" (about 2.5 hours total), which is broken up into four 15-minute "weeks". In order to "win" the simulation, attendees just have to finish the month with all their bills paid and family fed. It seems like an easy task, but the program is designed to be a frustrating and stressful experience -- much like real life.

In order for the simulation to work, volunteers have to give their time to man each "work station", from the bank and health center to the pawn shop and daycare. In FY17, CAAGKC facilitated 19 CAPS events for schools, healthcare professionals, and other social service organizations. Volunteers gave 1,361 hours to ensure these events were successful.



Some attendees have never experienced poverty first-hand. Some have. CAPS offers an eye-opening experience for everyone. One nursing student commented, "This was an impactful experience which truly opened my eyes to what it is like to meet financial pressures while in poverty." Another noted, "I am a bit blinded about the poor. The exercise was a great experience-to walk in their shoes."





CAPS is a free program open to companies, businesses, churches, schools, and non-profits, looking to increase empathy and compassion among their workforce. From executives and managers to employees working in the field, everyone can gain something from CAPS. ❤️

Volunteers like Akila, below, give up 4 hours of their day to act as the shopkeepers in Realville, USA, our simulated town. Many CAPS volunteers have been with us for years; they are the heart and soul of the program. Martha, top right, gets to play the role of a Community Action Agency Case Manager. Cheryeal, bottom right, is always busy selling transportation passes and cashing paychecks (for a small fee) at the Payday Advance/Quick Cash.



# DONORS & PARTNERS

**Thank you to all of our donors and partners. We cannot do what we do without your help and support.**

Taylor & Patti Abernathy Trust  
Ameren

American Century Investors

Black Community Fund

Ray & Carolyn Bogart

Annetta Brenner

Myrtle Lee Burn

Camden Point Christian Church

Cecil & Cora Barton

Charles & Anita Nickles

Christian Church – Sunday School

P & D Cockrill

Louetta M. Cowden Foundation

Gary Crouch

DeTray Plating Works

Faithful Workers Class Baptist Church

Farley Christian Church

First Baptist Church

Giving the Basics

Hai Thi Nguyen, Tips 2 Toes Salon

Health Care Foundation

Hillsboro Christian Church

Holy Trinity Church

Hoover Christian Church

Bill & Patricia Jenkins

KCP&L

Gregory & Anne Knauer

Little Platte Baptist Church

Jacob & Ella Loose Foundation

Laverne & Verda Lutte

Thomas Marsh

McBride, Lock & Associates

Missouri Community Action Network

Denton US LLP

Carl M. Myers

New Market Christian Church

Shawn Lavel Norris

Peggy Owens

Park Hill Baptist Church

Parkville Presbyterian Church

Paul G. Buschmann

Paws & Claws Pet Sitting

Petroleum Equipment Ind.

Genaro Ruiz

Tiffany Schwartz

Scot and Peggy Rickey

Spire, Inc.

Stephen & Judy Steiger

G. Elaine Stubbs

Sultan and Sons, Inc.

The Benevity Community Impact Fund

The State of Missouri

Tracy Baptist Church

Trey & Kathy Conlee

Twelve Apostles Catholic Church

United Way 2-1-1

United Way of Greater Kansas City

United Way of Greater St. Joseph

Woman of the E.L.C.A.

Walmart Foundation

Walton Family Foundation

Herbert & Betty Westmoreland

Weston Lions Club

YourCause

# FINANCIALS

## Revenue

Federal Grants	\$7,920,808
Non-Federal Grants	\$1,959,885
Other Support	\$398,208
<b>Total Revenue</b>	<b>\$10,278,901</b>

## Expenses

Programs	\$9,803,326
Management & General	\$626,241
<b>Total Expenses</b>	<b>\$10,429,567</b>

## Direct Services & Program Expenses

Energy Assistance - Crisis	\$3,269,311
Weatherization	\$1,687,324
Youth Programs	\$436,062
Housing	\$362,465
Food & Toiletry Pantries	\$280,189
Other Direct Services	\$323,421
<b>Total Direct Services</b>	<b>\$6,358,773</b>

Utility Assistance programs are funded 87 % with federal funds received from the U.S. Department of Health and Human Services (HHS) provided by the Missouri Department of Social Services, Family Support Division (LIHEAP) and 13% by nonfederal sources for a total amount of \$3,504,961. Support Services Programs are funded at 89% with federal funds received from the U.S. Department of Health and Human Services (HHS) provided by the Missouri Department of Social Services, Family Support Division (CSBG) and 11% for a total amount of \$2,965,731. Weatherization is funded 54% by federal funds received from the U.S. Department of Health and Human Services (HHS) provided by the Missouri Department of Social Services, Family Support Division, and the U.S. Department of Energy (DOE), and provided by the Department of Economic Development-Division of Energy (DED-DE) and 46% by nonfederal sources for a total amount of \$3,273,227.



# NEVER BACK.

## **Clay County**

108 S. Thompson Ave.  
Excelsior Springs, MO 64024  
P: 816.630.0037 | F: 816.630.5229

*Northland Human Services Center*  
3100 N.E. 83rd St., Ste.1201  
Kansas City, MO 64119  
P: 816.459.9615 | F: 816.214.5827

## **Jackson County**

*CAAGKC Administrative Office*  
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P: 816.358.6868 | F: 816.358.0143

6025 Prospect Ave.  
Kansas City, MO 64130  
P: 816.358.6868 | F: 816.356.0780

## **Platte County**

412 Aller St.  
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