

# 2018 ANNUAL REPORT

## CONTACT US



6323 Manchester  
Kansas City, MO 64133



816.358.6868



info@caagkc.org





# EXECUTIVE SUMMARY

**W**e're hearing the phrase "less is more" a lot these days, meaning if you live with only the essential things of life, you'll have more time to focus on the important matters. However, more than 164,000 of our customers don't have the essential basics of life. Through our partnerships, programs, and services we provided food, toiletries, household cleaning supplies, and utility assistance. We also made 219 homes more livable by providing home repair services and replacing necessary appliances and equipment to make homes clean, comfortable and safe.

Hot running water, soap, toothpaste, and breakfast are just a few of the basics for starting the day off right. School, work, and interviews are just a few of the appointments we make each day, now imagine showing up to any one of these appointments unkempt, maybe with a little body odor, and a growling stomach. This doesn't sound like a scenario that would win friends or influence people, nor would it add to a person's self-esteem. Helping families and individuals gain self-sufficiency is our ultimate goal and we're doing that, step-by-step and with dignity. There are a lot of small seemingly insignificant factors that make up the whole social-ecological system, and if any factor is amiss it can be catastrophic for families and individuals who are already struggling.

Technology and federal cuts have made a huge impact on the economic stability of the poor. From businesses downsizing to inflation, all sides are feeling the crunch, but for the poor it's crushing. As soon as one part of their life is temporarily stabilized, something else gives way,

so they're constantly running in circles -- this is the menacing cycle of poverty. Technology has outpaced skill levels affecting wage earners, and business owners faced with dilemmas that affect the viability of their business often make decisions that adversely affect the working poor.

Poverty is the state of being extremely poor. And just like the weather, conditions are subject to change. We're changing the conditions of the environment for people living in poverty. We weatherized more homes in the State of Missouri than any other organization. Our Healthy Homes program is addressing unhealthy home conditions such as mold, pests, and safety issues that can pose chronic health issues, and we expanded the educational services we provide. The Community Action Poverty Simulations (CAPS) continues to bring public awareness to the issues of poverty.

Early and continued engagement in education are extremely important in breaking the cycle of poverty so we've doubled enrollment for our K-8 summer enrichment and reading program, Freedom School. Scholarships are helping high school students become first-generation college graduates. In 2018 we applauded 13 P.A.V.E. clients for achieving their Associate of Arts Degree.

We're always seeking new partners to collaborate with to change the environment for better. Alliances that share our beliefs that homes, health, communities, and lives will improve when we focus on the greater good.

**"We're changing the conditions of the environment for people living in poverty."**

*Dr. Zavon Kanion, Board President  
Clifton Campbell, Executive Director & CEO*

# MISSION STATEMENT

The mission of CAAGKC is to assist low-income residents of Clay, Jackson and Platte counties in Missouri to become self-sufficient by providing comprehensive supportive services.



*Sargent Shriver, a member of both President Kennedy and Johnson's inner circle, devised a plan which changed the government's traditional role — allowing local Community Action Programs to direct federal funds to areas of local need. The goal of The Economic Opportunity Act was to move families and individuals from poverty to self-sufficiency by addressing the unique needs of each individual community.*

**Robert Sargent  
Shriver  
and  
President John F.  
Kennedy**

**August 1961**

# 40 YEARS AND COUNTING

Giving hope for 40 years is cause for a celebration. Community Action Agency of Greater Kansas City (formerly United Services Community Action Agency) was incorporated on December 14, 1978. Rev. James D. Tindall, Rev. Samuel E. Mann and Rev. Howard Gloyd initiated a plan to bring a community agency to the Kansas City area. The organization's name was changed in January 2017 to incorporate the national Community Action Partnership brand into the Community Action business and service model, allowing for greater visibility and awareness.

Each community action agency is governed by a board of directors consisting of elected local public officials, representatives from the low-income community and appointed leaders from the private sector. This unique tripartite board structure is governed by federal statute and is fundamental to the community action concept. Community action agencies are held accountable to their local board and funding sources. Agencies are also evaluated with a nationally recognized method of measuring the impact of efforts on individuals, families and communities through ROMA (Results Oriented Management & Accountability).

Since its inception, five Executive Directors have led CAAGKC:

Mr. Vernon Brooks	1980-1981
Mr. Percy Penn	1981-1992
Ms. Tommie Barnett	1992-2011
Mr. Albert Dudley	2012-2015
Mr. Clifton Campbell	2015-present

For decades CAAGKC has demonstrated and sustained a record of success, experience and reliability in providing quality service to low-income individuals and families in Clay, Jackson and Platte county.

In celebration of this milestone, we say thank you to all those who have supported our mission.



## 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.

# CAAGKC MILESTONES

1978

Original name was United Services of Greater KC. The original office was located at 910 Pennsylvania, Kansas City, MO.

1993

Became a United Way-funded agency.

1995

Purchased a building for the corporate headquarters. Consolidated the administrative and program staff in order to enhance efficiency and delivery of service.

2002

Changed the logo from the circular logo to the new logo as a part of a national communication action branding.

2006

Project Assets and Values in Education (P.A.V.E. the Way) was added as one of many programs offered by Youth Services.

2012

The Missouri Department of Natural Resources awarded the organization be the Low Income Weatherization Assistance Program (LIWAP) provider.

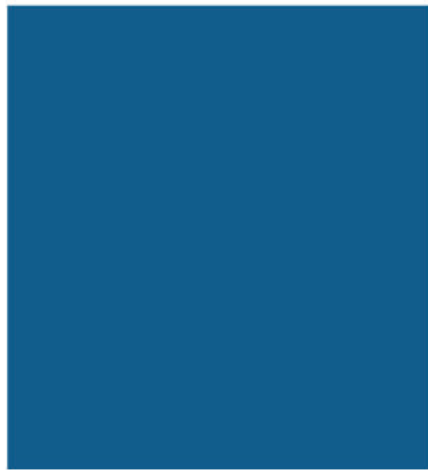
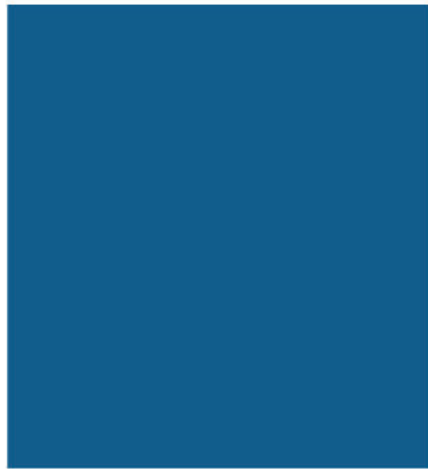
2016

Changed the name from United Services Community Action Agency to Community Action Agency of Greater Kansas City to align with national the Community Action Agency branding.

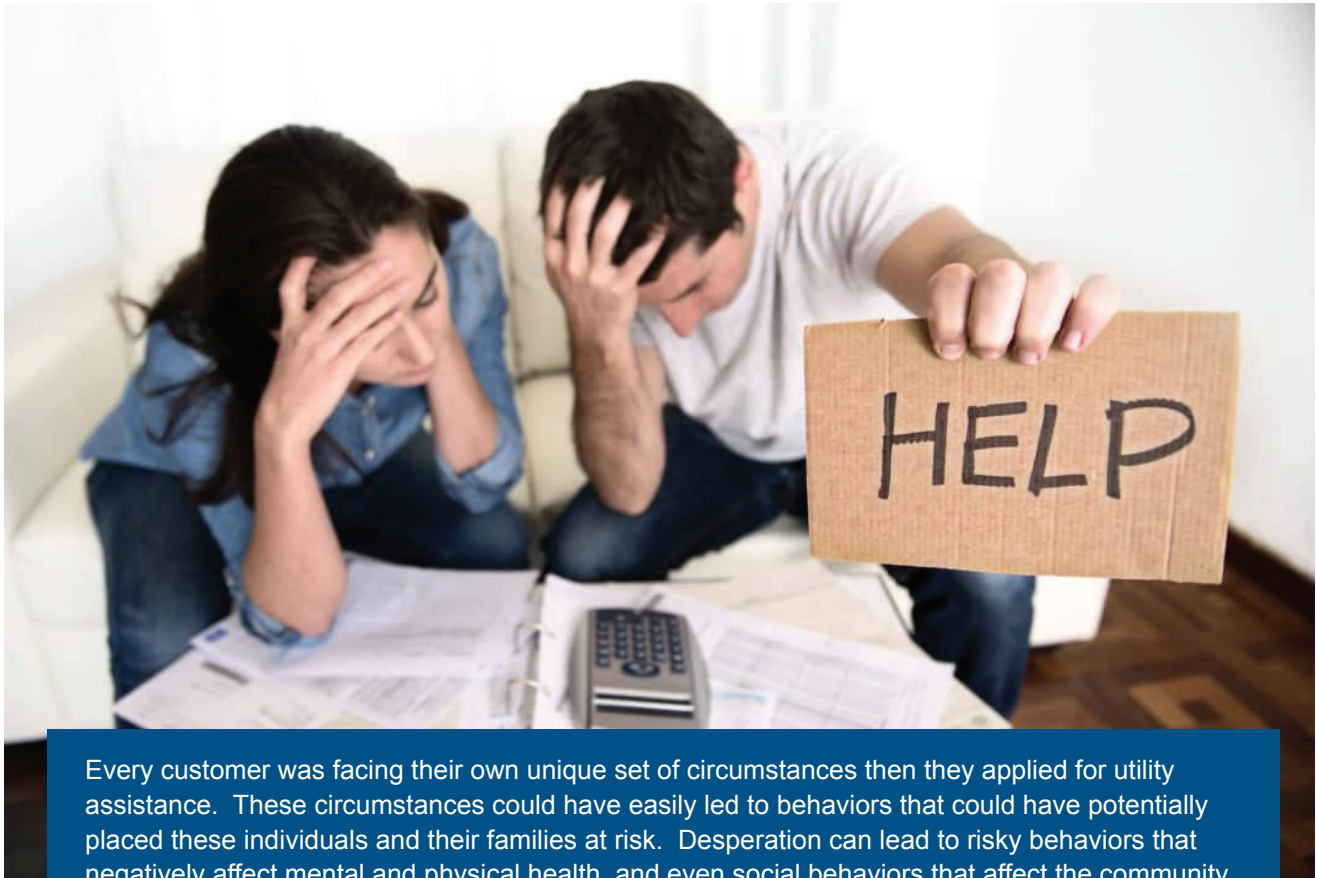


*The ribbon cutting ceremony was held on May 16, 1997 to celebrate the purchase of the administrative building at 6323 Manchester. The theme for the event was "People Helping People" to reflect the work that community action staff and dedicated volunteers do everyday to help others help themselves toward reaching self-sufficiency.*

# CELEBRATING 40 YEARS



# ENERGY SERVICES



Every customer was facing their own unique set of circumstances then they applied for utility assistance. These circumstances could have easily led to behaviors that could have potentially placed these individuals and their families at risk. Desperation can lead to risky behaviors that negatively affect mental and physical health, and even social behaviors that affect the community resulting in crimes. The following are excerpts we received from customers that were helped through the utility assistance program:

*...I am on edge because I've received a disconnect notice. -- D.D. Robinson*

*...it is impossible to meet my financial obligations. I am currently on disability and due to have surgery soon. -- M.L. Garrett*

*...She didn't ask to be brought into this world, but she is suffering because I cannot provide for her the way a parent should be able to provide. -- A. Sanders*



**20,591** **\$2.5M\*** Crisis Assistance  
**\$2.3M\*** Energy Assistance

Customers received utility assistance  
through LIHEAP \*Distributed



# SUPPORTIVE SERVICES



Working in the community helping individuals and families alleviate the causes and conditions of poverty. Our staff provide workshops to help enhance customers' knowledge of finances, nutrition and problem-solving techniques. In addition we offer housing options, minor repairs, and financial assistance; resources for emergency food, clothing and other household needs; job training, employment, emergency food and basic toiletry to qualifying residents.

691

Parents and children participated in the Red Bag program during the holiday season

125

Participants enrolled in the Case Management program

651

Participants enrolled in the Emergency Services Program

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"In every society, there is a tendency for those getting along successfully not to be sensitive to the human problems the poor confront every day!"

Sargent Shriver | Washington, DC | June 21, 2000

# HEALTHY HOME SERVICES

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When Katherine was having difficulty exiting and entering her residence, Healthy Homes assessed the situation and remedied the problem. There was more than one factor that impeded Katherine from exiting and entering her home, but installing a wheelchair accessible ramp to her front door was how the Healthy Homes program made a difference.

Katherine has multiple sclerosis (a debilitating disease that affects the central nervous system.) She is still able to drive and take care of herself and her household needs, but the steps she used to enter and exit her home had become insurmountable to say the least. She was using a walker to scale the steps outside of her home, but they were becoming harder and harder to climb.

On the day that a Healthy Homes case manager made a visit, Katherine was outside on the sidewalk waiting for their arrival. She had returned home from an appointment 30 minutes prior to the visit and she wanted to show the Healthy Homes case manager just how difficult climbing steps with a walker can be for people with disabilities. It took Katherine close to 35 minutes to gain access to her home, painstakingly moving up each step. She finally made it to the top to open her front door. Any number of mishaps could have taken place as she climbed the steps to gain entry into her home.

“Keeping it safe” means keeping our most vulnerable customers out of unfavorable elements, from obtrusive obstacles, and shielded from pesky pests or vermin. Healthy Homes keeps it safe not only for the elderly and disabled, but for children and families as well. Installing a wheelchair ramp is just one of many ways Healthy Homes keeps a home safe. Katherine is now able to come and go with more ease, she is enabled and empowered to remain in her home and continue taking care of herself with dignity.



# 353

Individuals improved their health and safety through delivery of the Healthy Homes program.

# WEATHERIZATION SERVICES

Through our Weatherization program we provide homeowners and renters with cost-effective, energy-efficient home improvements for free. These improvements occur in the interior and exterior of a home. These repairs can include installation of attic insulation, broken window repair, air sealing using caulk, water heater replacement and/or wrap, the replacement of light bulbs with more efficient varieties, and health and safety surveys.



# 219

Homes Weatherized

Anyone can buy and install weatherization materials to “weatherize” their home, but our team of experts are trained and certified in weatherization. What this means is that they will assess the whole building structure and ensure there is proper air flow and ventilation in the home. A home that is “buttoned up” too tight can also pose health risks, especially for persons with respiratory issues. Our auditors not only address energy efficiency, drafts, moisture, and pollution, they also take the necessary steps to ensure the air quality of the home. As a result, 506 people are now more comfortable in their homes and experiencing savings on their utility bills.

# WHEN PIGS FLY

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Sometimes customers are a little skeptical of weatherization services and the cost savings they provide. “When pigs fly” is an expression of something that is impossible or very unlikely, and that’s how one Clay County resident thought when he was told his energy bill could be lowered without increasing insulation. Weatherization recalls how elated the renter became after he realized a dramatic savings in his electric bill.

At first the customer wasn’t on board with the fact that he didn’t need more insulation in his house. “He wanted us to install more, but we had to explain to him that it was already insulated enough and adding more was not going to help.” The customer agreed to let the Weatherization team fix the items that needed fixing according to their energy audit.

Weather stripping, furnace cleaning, a new thermostat, furnace flue, and water heater jacket were installed, and his dryer was vented. These items and services which costs a little over \$2,300, were provided at no costs to the customer.

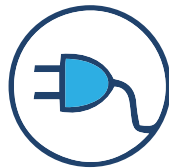
The customer was in awe of how much he saved on his winter electricity bill. He lived in an all-electric home and immediately saw a decrease in his electric bill. He was excited over the phenomenal savings he realized, and as a disabled senior citizen he was very grateful for the assistance.

We were glad CAAGKC was able to help, and show a skeptic customer that pigs really can fly. The Weatherization team made him a believer that cleaning, updates, and installs really can make a difference. Now he is riding high on the savings, and by the way, his last name is Pigg.



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## The Benefits of a Weatherized Home



REDUCED ENERGY  
CONSUMPTION



REDUCED  
ENERGY BILL



LESS OUT-OF-POCKET  
HEALTH COSTS

# YOUTH SERVICES

According to the National Center for Education Statistics, (NCES) the dropout rate for high school students overall in the U.S. decreased from 9.7% in 2006 to 5.4% in 2017, and our Youth Services Department can be counted as a small but significant factor in those numbers. Programs and incentives are designed to keep students engaged, excited and eager to learn.



## \$47,000 Awarded in College Scholarships

28

High school students participated in college tours



75

P.A.V.E. the Way students received high school diplomas

128

Students received school supplies



*There can be no keener revelation of a society's soul than the way in which it treats its children.*

—Nelson Mandela

# FREEDOM SCHOOL



The CDF Freedom Schools® work to ensure each child is equipped with the necessary skills to succeed in life. The six-week summer literacy program is designed to serve school age children in communities where quality academic enrichment programming is limited, too expensive, or non-existent. The program boosts student's motivation to read, generates a positive attitude towards learning, increases self-esteem, and connects them with resources in the community.

CAAGKC began sponsoring Freedom School for students kindergarten through fifth grade in June 2017. In June 2018, we continued the program and served 55 students in the heart of downtown Kansas City, Missouri. Freedom School offers before and after care plus breakfast, lunch and snacks. In addition to the reading curriculum, students enjoy weekly field trips.

The impact has been tremendous in improving students reading level for their upcoming school year.

# 55

## Students attended Freedom School

# COMMUNITY ACTION POVERTY SIMULATION



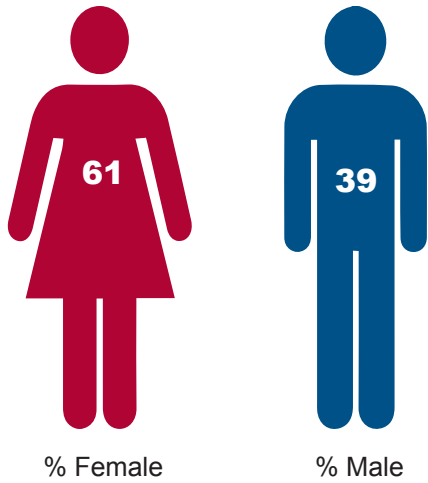
21  
.....  
POVERTY  
SIMULATIONS  
conducted  
with schools,  
corporations and  
legislators.

Community Action Poverty Simulation (CAPS) is one of our most powerful tools for reframing issues of poverty. CAPS is an interactive immersion experience that sensitizes community participants to the realities of poverty. CAPS bridges the gap from misconception to understanding, allowing participants to gain a better understanding of their client's challenges each day.

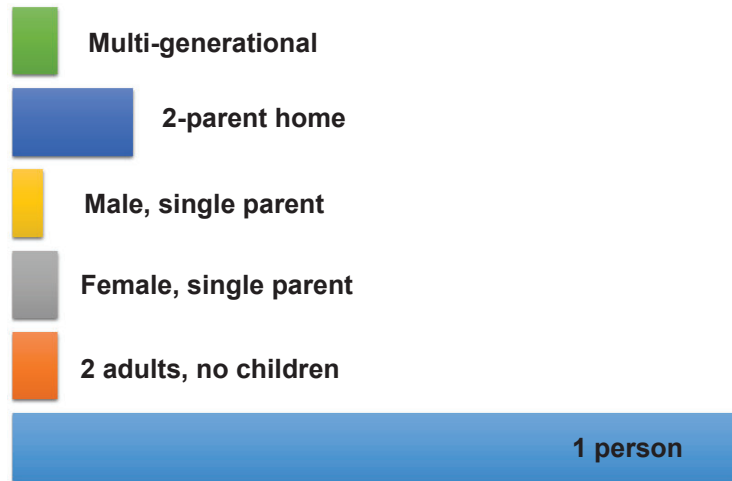


# DEMOGRAPHICS

## GENDER



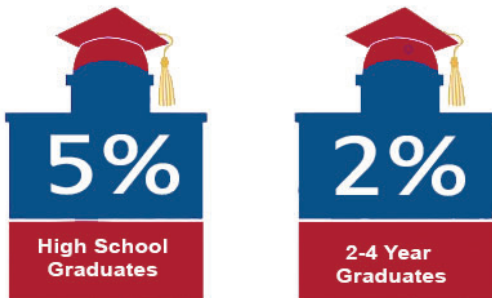
## HOUSEHOLD TYPE



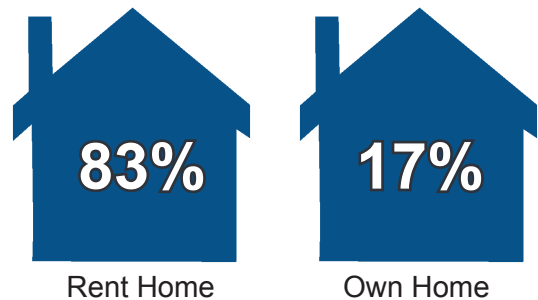
**15%**  
of customers were disabled

**74%**  
were living below or at 125% of the Federal Poverty Guideline

## EDUCATION



## HOME OWNERSHIP



**2%**  
HOMELESS



# FINANCIAL SUMMARY

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## Revenue

Federal Grants	\$	7,748,423
Non-Federal Grants	\$	1,352,232
Other Support	\$	399,248
<b>Total Revenue</b>	<b>\$</b>	<b>9,499,903</b>

## Expenses

Programs	\$	8,788,080
Management & General	\$	819,581
<b>Total Expenses</b>	<b>\$</b>	<b>9,607,661</b>

## Direct Service and Other Program Expense

Energy Assistance - Crisis	\$	2,503,743
Utility Assistance - Water	\$	41,395
Weatherization	\$	1,628,387
Youth Services	\$	190,176
Housing	\$	326,542
Food & Toiletry Pantries	\$	262,126
Transportation Assistance	\$	15,984
Heathly Homes	\$	74,248
Freedom School	\$	90,573
	<b>\$</b>	<b>5,133,174</b>

# DONORS & PARTNERSHIPS

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Ad Hoc Group Against Crime  
Alpha Phi Alpha Fraternity Beta Lambda Chapter  
Ameren  
Anitia Nickles  
Blue Bird Cottages of Blue Bird Creek  
Blue Hills Church of the Nazarene  
Blue Ridge Church of Christ  
Camden Point Christian Church  
Carl M. Myers, M.D.  
Centennial United Methodist Church  
Children's Defense Fund- Freedom School  
Children's Mercy  
Christian Church Sunday School - Men's Class  
Coldwater of Lee's Summit  
Community Service League  
Covenant Memorial Baptist Church  
Covenant Presbyterian Church  
Cynthia Bohaty  
David Sederquist  
Douglas Barton  
Englewood Baptist Church  
Faithful Workers Class Baptist Church  
First Baptist Church  
G. Elaine Stubbs  
Good Samaritan Center  
Grace United Church  
Grandview Assistance Program  
Habitat for Humanity  
Health Care Foundation  
Hear of God Ministries  
Hickman Mills' School District  
Hillcrest Clothing Closet  
Hillsboro Christian Church  
Holy Trinity Church  
Hoover Christian Church  
Hope Network of Raytown  
Hope. Wrx  
J. Patrick, Inc.  
James Koch  
Janice Robinson  
Jewish Family Services  
Joan Remars  
Kansas City Health Department  
KCP&L  
Kingdom Word Ministries  
Kingsway Ministries  
Knights of Columbus  
Lift Him Ministries  
LIHEAP Weatherization  
Lincoln University Cooperative Extension-Kansas City  
Little Platte Baptist Church  
McCormick Distilling Company  
Melvin & Barbara Lott  
Metropolitan Missionary Baptist Church  
Mid America Assistance Coalition  
Missouri American Water  
Morning Star Baptist Church  
Mother & Child Health Coalition- Healthy Starts  
Neighborhood Housing Services of Kansas City  
New Life Christian Church-Freedom School  
New Market Christian Church  
Northland Career Center  
Northland Shepard's Center  
Operation Breakthrough  
P & D Cockrill  
Palestine Senior Center  
Park Hill Baptist Church - Tremont Seniors  
Paul G. Buschmann  
Platte City Lions Club  
Platte County Court Division Program  
Platte County School District  
Ray & Carolyn Bogart  
Rebecca Dye  
Restart  
Second Baptist Church of Independence  
Southeast Community Center  
Southern Platte Emergency Assistance Center (SPEAC)  
Spire  
St. James United Methodist  
St. Monica Catholic Church  
St. John Lutheran Church  
Sunlight Missionary Baptist Church  
Total Man  
Treasure Chest  
Treat America  
Trey & Kathy Conlee  
True Faith Outreach Ministries  
Twelve Apostles Parish-Platte City  
United Way of Greater Kansas City  
United Way of Greater St. Joseph  
University of Missouri Kansas City  
Urban Success  
West Platte North High School  
Weston Lions Club  
Weston United Methodist Church  
Wilma J. Summers  
YMCA- Linwood- Swim Club  
YMCA of Greater Kansas City  
YMCA Young Achievers  
YourCause

# BOARD OF DIRECTORS

## EXECUTIVE BOARD

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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

**Mark Lindsay**

Secretary

Public Sector, Platte County Commissioner's Office

## BOARD OF DIRECTORS

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Public Sector  
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**Judy Ellis**

Low Income Sector  
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**Janet Rogers**

Public Sector  
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**Clyde McQueen**

Public Sector  
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**Anne Rogers**

Low-Income Sector  
Platte County

**Henry Service**

Private Sector  
Jackson County

**Gina Smith**

Private Sector  
Clay County

**Shannon Neal**

Low Income Sector  
Jackson County

# CAAGKC LOCATIONS

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## JACKSON COUNTY

### MANCHESTER

6323 Manchester Ave.  
Kansas City, MO 64133

### PROSPECT

6025 Prospect Ave.  
Kansas City, MO 64133

## CLAY COUNTY

### EXCELSIOR SPRINGS

108 S. Thompson Ave.  
Excelsior Springs, MO 64024

### MAPLE WOODS

3100 N.E. 83rd St., Ste.1201  
Kansas City, MO 64119

## PLATTE COUNTY

### TRACY

412 Aller St.  
Tracy, MO 64079

### Service Area by County

-  Jackson County, MO
  -  Platte County, MO
  -  Clay County, MO
- 

