



ANNUAL REPORT

2020



Community Action Agency
of Greater Kansas City

THE YEAR OF CHANGE



EXECUTIVE STATEMENT

We didn't foresee a world-wide pandemic nor its outcomes, but we soon learned the meaning of we're all in this together. CAAGKC showed up in a meaningful way for our communities by increasing our partnership support. Together with our frontline partners, we were able to sustain and support the response and recovery process for the most vulnerable affected by COVID-19.

As sheltering in place and social distancing became the norm, CAAGKC was ahead of the curve in delivering online support and services as layoffs and furloughs spiked as rapidly as the virus. We were already in the process of developing a more rapid e-solution to online support and the crisis only fueled our efforts to complete our mission ahead of schedule. In this process we were able to maintain jobs for current employees and hire additional staff in a time when employment had become uncertain.

Lockdowns, layoffs, and furloughs stressed even the most cohesive family units and we were there to provide referrals to address the trauma, anxiety, and fallout that followed COVID-19. From being able to get households equipped with the needed technology to making sure school-aged children who relied on hot lunches from school through-out the school year were still getting nutritious meals while they quarantined at home.

We made sure that not only our customers were safe in receiving services, but that our employees stayed safe while delivering these vital services. Safety was our number one priority and we took several measures to insure everyone's safety as we navigated through the first global pandemic of the 21st century. Personal Protective Equipment (PPE) was issued to every employee and our Weatherization department never missed a beat in delivering quality home inspections and making sure our vendors were held to the same standards before entering a customer's home. We were able to maintain our lead in home weatherization for the state of Missouri, particularly in a time when clean indoor air quality is a must for everyone, but especially for our elderly and those with respiratory issues.

As the world continues to revolve on the axis of a global pandemic CAAGKC will continue to press forward with great resolve in our thinking, new and renewed partnerships, and innovative solutions to the age-old problem of poverty. The year 2020 will not soon be forgotten, and its affects have changed us forever. The reins of our organization were tested during this time and we held fast. We're coming out stronger because we found out just how resilient we are to adverse change. How flexible and fast moving we can be when we link up with like minds, and what steadfastness looks like when our goals are clear.

DR. ZAVON KANION
BOARD CHAIR

CLIFTON CAMPBELL
EXECUTIVE DIRECTOR & CEO



TABLE OF CONTENTS

OUR MISSION..... 3

MILESTONES..... 4

COVID-19..... 5

PROGRAMS & IMPACT..... 6

DEMOGRAPHICS..... 7

SUPPORTIVE SERVICES..... 8

WEATHERIZATION..... 12

YOUTH SERVICES..... 14

LEADERSHIP..... 19

DONORS..... 20

FINANCIALS..... 21

OUR MISSION

CAAGKC provides low income residents of Clay, Jackson, and Platte counties in Missouri comprehensive support services that help them become self-sufficient.

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.





MILESTONES

1978

The original name was United Services of Greater Kansas City. The original office was located at 910 Pennsylvania Ave, Kansas City, MO 64105.

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 national logo as a part of the national community action branding.

2006

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

2012

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

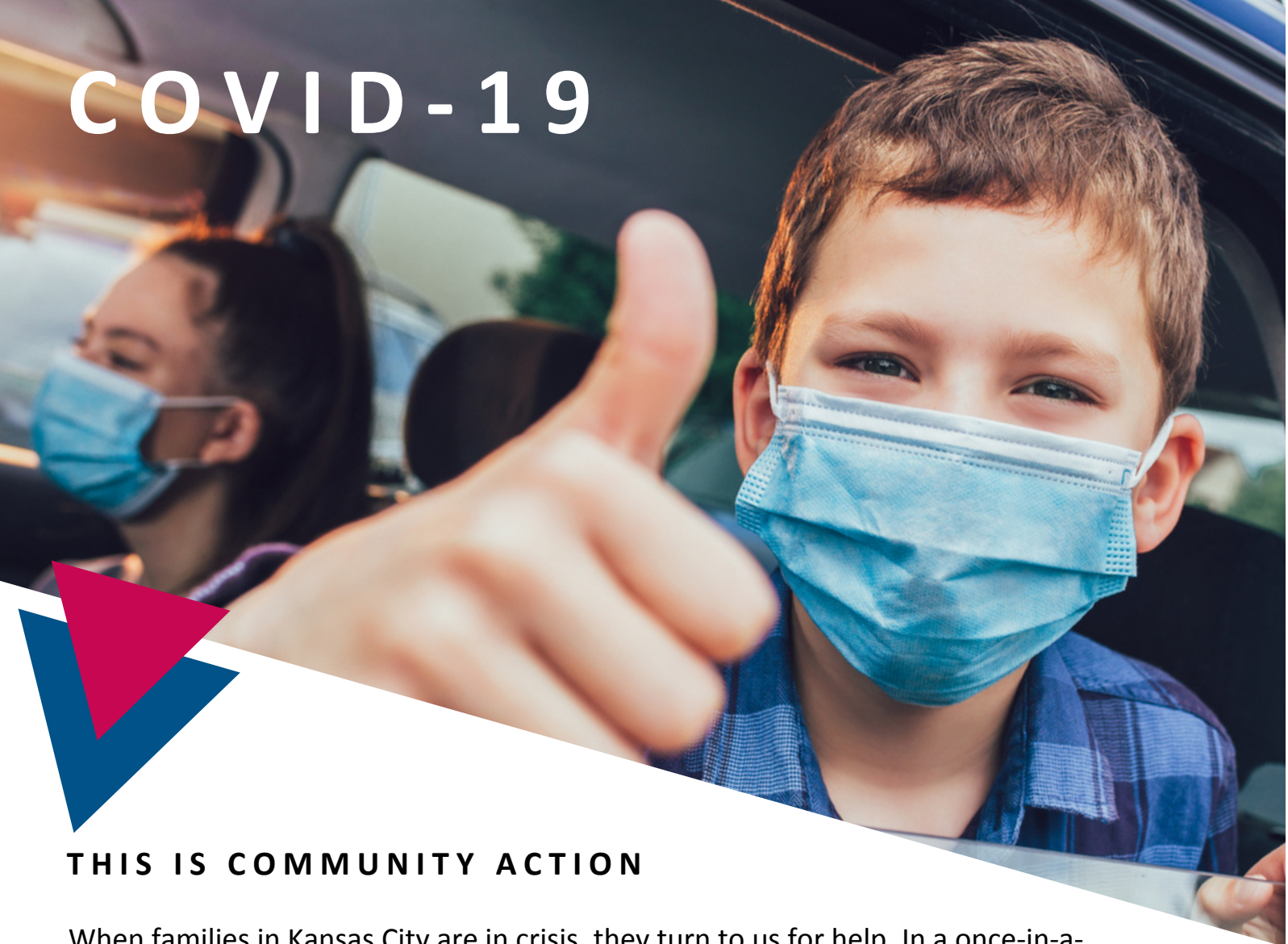
2016

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

2020

Expanded our staff with additional CARES money, added a Healthy Homes Department, went completely digital, and revamped our social media efforts to reach and help more people.

COVID-19



THIS IS COMMUNITY ACTION

When families in Kansas City are in crisis, they turn to us for help. In a once-in-a-century, global pandemic, when jobs had been lost, children were hungry and hope was in short supply, CAAGKC rose to the challenge that was COVID-19.

In the midst of the storm we moved forward with determination and flexibility - shifting between multiple funding sources to ensure that new populations were being served, adapting to new standard operating procedures and systems to ensure that customers received the maximum benefit of our services. We were taking on new projects to meet community needs and service gaps on a large scale.

Through it all we worked individually and collectively to reach a common goal – without complaining. Along the way, we experienced some staff turnover, which most of the time left us with fewer folks to get the job done – but we kept pushing on - even when our staff had to double, and sometimes triple their workload.

2020 was a whirlwind of a year. So many things were uncertain, and so many things completely changed. But when other agencies in Kansas City were shutting down and shutting their doors, CAAGKC stayed open, and we were a lifeline to so many families, including those who had never thought they would ever need assistance.

PROGRAMS AND IMPACT



SUPPORTIVE SERVICES

Supportive Services works closely with individuals and families with resources that help them become self-sufficient.

YOUTH SERVICES

Youth Services provides Missouri students with the tools, support, and resources they need to successfully make it through high school and beyond.

WEATHERIZATION

Weatherization helps individuals and families save money on their energy bills while simultaneously keeping them safe and comfortable year-round.

WHO WE SERVE

Clay County
10.5%
Poverty
Population
249,948

Jackson County
13.5%
Poverty
Population
703,011

Platte County
4.5%
Poverty
Population
104,418

THE NUMBERS

52

DEDICATED
TEAM MEMBERS

42

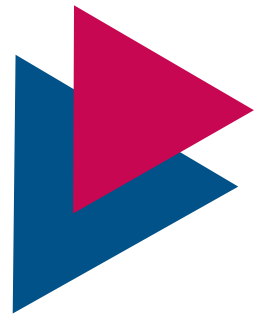
YEARS OF SERVICE
IN THE COMMUNITY

13

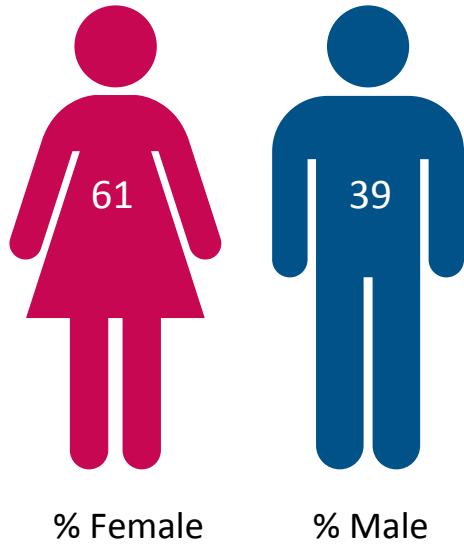
PROGRAMS THAT
HELP PEOPLE AND
CHANGE LIVES



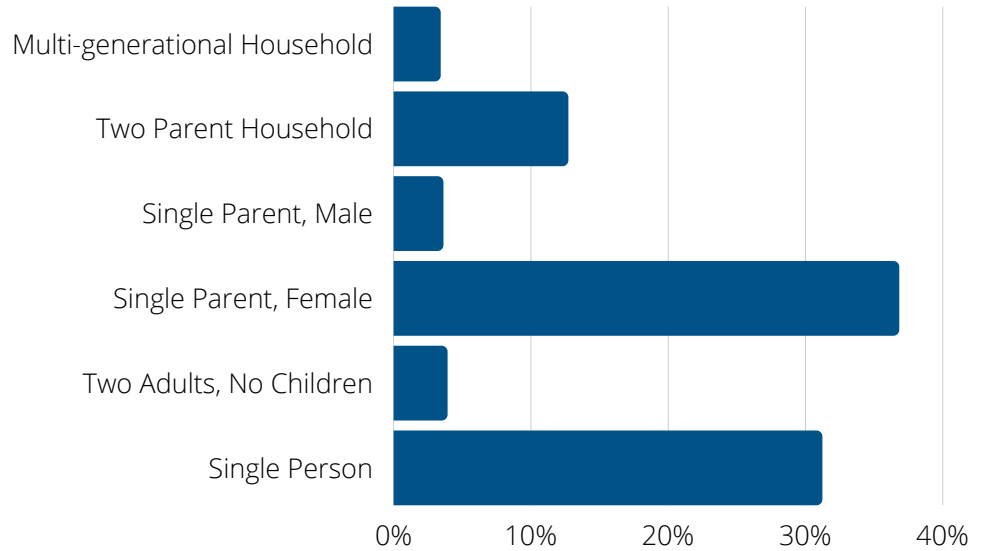
DEMOGRAPHICS



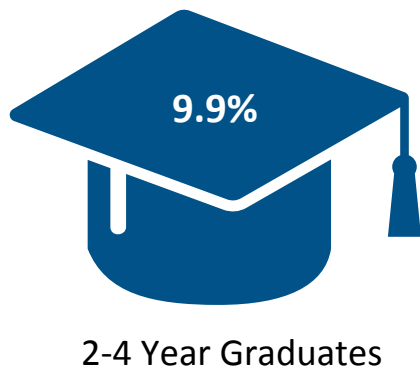
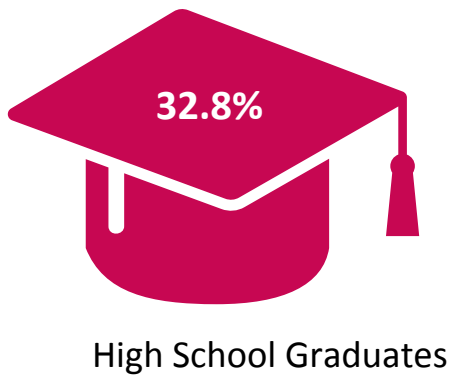
GENDER



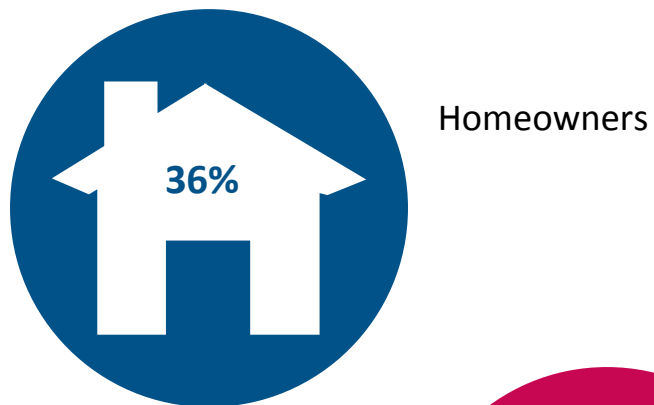
HOUSEHOLD TYPE



EDUCATION



HOME OWNERSHIP



SUPPORTIVE SERVICES



HELPING YOU HELP YOURSELF

Sometimes life can knock you down. And when life hits the hardest, everyone needs someone they can turn to - someone who can offer sound and reliable advice when times get tough.

From case management to emergency services, our Supportive Services Department lifts up our community's most vulnerable members and helps them find a better tomorrow. And even though this year was unlike any other, Supportive Services found a way to continue helping those in need.

Kansas City was shut down, but many people still needed assistance. Supportive Services continued to help with mortgage payments, rent payments, and water bills. And they continued providing resources for individuals who were in need of food and toiletries.

101

We assisted 101 households with their water bills.

197

We served 197 households with rental assistance.

COMMUNITY FOOD DRIVE

On Saturday, August 29, 2020, CAAGKC hosted a Drive-through Community Wide Food Drive to help families that had been impacted by the COVID-19 pandemic. 13 of CAAGKC's partner food pantries hosted food drives of their own at their respective locations.



The drive-through distribution began at 9:00 am across all locations. And in total, 1,390 households across the Kansas City metro went home with food and toiletries to help them get through the week.

230

CAAGKC was able to provide 230 households with food and toiletries.

639

CAAGKC was able to provide 639 individuals with food and toiletries.



HEALTHY HOMES



HEALTHY HOME, HEALTHY LIFE

Our Healthy Homes Program seeks to identify home based safety hazards and conditions that affect the health and wellness of individuals and families. The overall objective is to locate, reduce, and eliminate housing-related health hazards.

Home plays an important role in your quality of life. Home is where you eat, sleep, play, and relax. Unhealthy homes can increase stress levels and may affect your ability to meet your basic needs. Creating a healthier home will help you and your family feel better and engage more in day-to-day life activities.

HEALTHY TIPS

To protect your children and your family members from housing-related health and safety hazards, always remember the following healthy homes seven basic principles:

- Keep it dry
- Keep it clean
- Keep it pest-free
- Keep it ventilated
- Keep it safe
- Keep it contaminant-free
- Keep it maintained



AC DISTRIBUTION

COVID-19 continued to wreak havoc throughout the summer months, which in turn kept individuals and families in their homes. Many households were going without proper air conditioning to keep their families cool.

Our Healthy Homes Department found a way to keep families comfortable in their homes this summer by distributing air conditioning units at no cost to eligible residents in Clay, Jackson, and Platte counties in Missouri.

96

96 households received air conditioning units to help keep them cool throughout the hottest months of the year.



WEATHERIZATION



KEEPING YOU COMFY. SAVING YOU MONEY.

The Low Income Weatherization Assistance Program (LIWAP) provides homeowners and renters with cost-effective, energy-efficient home improvements free of charge. Our goal is to keep our clients comfortable year-round while lowering their utility bills.

386

This year, we served 386 individuals with improved energy-efficiency and/or energy burden reduction in their homes.

These individuals received an energy audit of their home to assess what improvements needed to be made to keep them safe and comfortable. These home improvements can include: putting insulation into the attics of homes as needed, installing LED lightbulbs, bringing homes up to code, air sealing doors and windows using caulk, replacing or repairing furnaces, and more at no cost to our clients.





WEATHERIZATION ON AIR

2020 was the year of trying new things. This year we expanded our marketing efforts to include radio advertising and tv commercials for our Weatherization Assistance Program. In doing so, we were able to reach more people and change more lives.

RADIO ADVERTISEMENTS

CAAGKC was on the radio for 8 weeks. Our advertisements aired on Country 94.1, KC 102.1, Mix 93.3, Q104, and Magic 107.3.

TV COMMERCIALS

We geared up to begin our television advertisements for FY2021. These commercials were scheduled to run September through December.



YOUTH SERVICES



HELPING KIDS AIM HIGHER

Our Youth Services programs are offered in several schools in the Greater Kansas City area. Youth Services provide Missouri students with the tools, support, and resources they need to successfully make it through high school and beyond.

Our year-round programs and services include work readiness, career exploration, leadership development, life skills, parenting education, community engagement, scholarships and more.

Afterschool and summer programs for our youth can be a lifeline for some families. These programs allow students to continue learning, developing, and growing and can keep them motivated to succeed. Education for our youth is critical as it provides opportunities for long-term success which can break the ugly cycle of poverty.

We envision a future where our children can thrive. And we have programs to nurture children of all ages. We can help them rise above their challenges and reach their full potential. Because our children are more than just statistics.



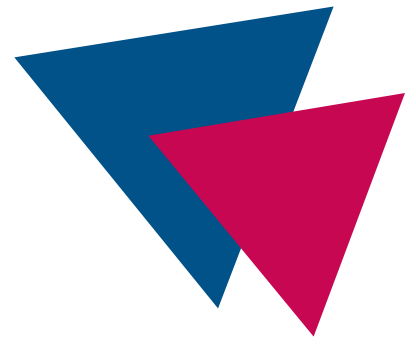
VONZELL GARTH

Vonzell Garth has been with CAAGKC since 2014 and was a part of our P.A.V.E the Way program. He received a scholarship each of the 4 years he was with P.A.V.E The Way, and interned for our Weatherization Department in the summer of 2015. He graduated from Hogan Preparatory Academy in 2016, and made his way to MCC - Penn Valley and UMKC for college.

On May 16, 2020, Vonzell graduated from UMKC with a Bachelor's Degree in Interpersonal Communications and a Minor in Sociology. With the help of CAAGKC, Vonzell was able to graduate college DEBT FREE!

After graduation, Vonzell went to work for Children's Mercy Hospital in their Environmental Services Department until he was deployed for the Military in October. He is now a Combat Rescue Officer - Special Warfare on a 6 year contract, but Vonzell plans to make a career out of this and is considering going back to school for his Master's Degree.

P.A.V.E THE WAY



Project, Assets, Values, in Education (P.A.V.E) is an after-school and summer program that helps high schoolers pave the way to higher education. Students work to develop leadership skills and explore career options, but they also receive a stipend to help make ends meet throughout the school year. Some students may also qualify for a CAAGKC college scholarship upon graduation.

Because of the COVID-19 pandemic, our P.A.V.E The Way program was cancelled, but CAAGKC was still able to provide so many students with scholarships.

SCHOLARSHIPS

58

58 students were able to receive a scholarship from CAAGKC this year.



ASTEAM VILLAGE SUMMER CAMP

aSTEAM Village is a 501(c)3 organization that focuses on engaging students, families, and educators in Science, Technology, Engineering, Arts and Math (STEAM) pathways to facilitate career and education readiness for participation in the 21st Century economies of today and tomorrow.

Because of the pandemic this year, aSTEAM went virtual with their programs and summer camp. At the end of virtual camp this year, the students held a showcase that was streamed live. Students representing each education track showcased what they made and what they had learned over the course of the summer.

CAAGKC had the opportunity to sponsor 7 students to join aSTEAM Village for the summer. 5 of those students went on to complete all 8 weeks of camp.



BACK TO SCHOOL DISTRIBUTION

On Saturday, August 15, 2020 and Tuesday, August 18, 2020, Youth Services held two Drive-Through Back to School Backpack Distributions for families in need of school supplies.

Each backpack contained folders, pens, pencils, scissors, and more along with hand sanitizers and masks.

1,042

1,042 kids received backpacks and school supplies to help them get ready for the upcoming school year.



LEADERSHIP



BOARD OF DIRECTORS

EXECUTIVE BOARD

Dr. Zavon Kanion, Chair
COL Anne Rogers, 1st President
Jane Fowler, 2nd President
Mark Lindsay, Secretary
Shannon Wooten, Treasurer
Judy Ellis, Parliamentarian

BOARD DIRECTORS

Sheriff Darryl Forte
Cathy I. Jackson
Janet Rogers
Henry Service
Joseph Thomas

EXECUTIVE TEAM

Clifton Campbell, Executive Director & CEO
Dale Hill, Executive Assistant
Michelle Johnson, Chief Financial Officer
Lamont Hale, Program Director
June Valdivia, Human Resources Director

TEAM LEADERS

Michael Collins, Weatherization Manager
Rhonda Ewing, Supportive Services Manager
Jolene Herron, Youth Services Manager
Joy Bowens, Quality Assurance Manager

“*The best leaders have a high consideration factor.
They really care about their people.*”
- Brian Tracy

DONORS & PARTNERS



Ameren
American Century Investments Foundation
Annetta Brenner
AT&T Employee Giving
Bill & Patricia Jenkins
Black Community Fund
Camden Point Christian Church
Carl M. Myers
Cecil & Cora Barton
Charles & Anita Nickles
Christian Church – Sunday School
Children’s Defense Fund
Denton US LLP
DeTray Plating Works
Faithful Workers Class Baptist Church
Farley Christian Church
First Baptist Church
G. Elaine Stubbs
Gary Crouch
Genaro Ruiz
Giving the Basics
Grace United
Gregory & Anne Knauer
Hai Thi Nguyen, Tips 2 Toes Salon
Health Care Foundation
Healthy Starts
Herbert & Betty Westmoreland
Hillsboro Christian Church
Holy Trinity Church
Hoover Christian Church
Jacob & Ella Loose Foundation
KCP&L
Laverne & Verda Lutte
Little Platte Baptist Church

Louetta M. Cowden Foundation
Mark & Rebecca Dye
McBride, Lock & Associates
Missouri Community Action Network
Myrtle Lee Burn
New Market Christian Church
P & D Cockrill
Park Hill Baptist Church
Parkville Presbyterian Church
Paul G. Buschmann
Paws & Claws Pet Sitting
Peggy Owens
Petroleum Equipment Ind.
Ray & Carolyn Bogart
Scot and Peggy Rickey
Shawn Lavel Norris
Soiree Steak & Oyster House
Spire, Inc.
aSteam Village
Stephen & Judy Steiger
Sultan and Sons, Inc.
Taylor & Patti Abernathy Trust
Tiffany Schwartz
The Benevity Community Impact Fund
The State of Missouri
Thomas Marsh
Total Man CDC
Tracy Baptist Church
Trey & Kathy Conlee
Truman Medical Centers
Twelve Apostles Catholic Church
United Way 2-1-1
United Way of Greater Kansas City
University Academy
Woman of the E.L.C.A.
Walmart Foundation
Walton Family Foundation
Weston Lions Club

FINANCIALS



REVENUE

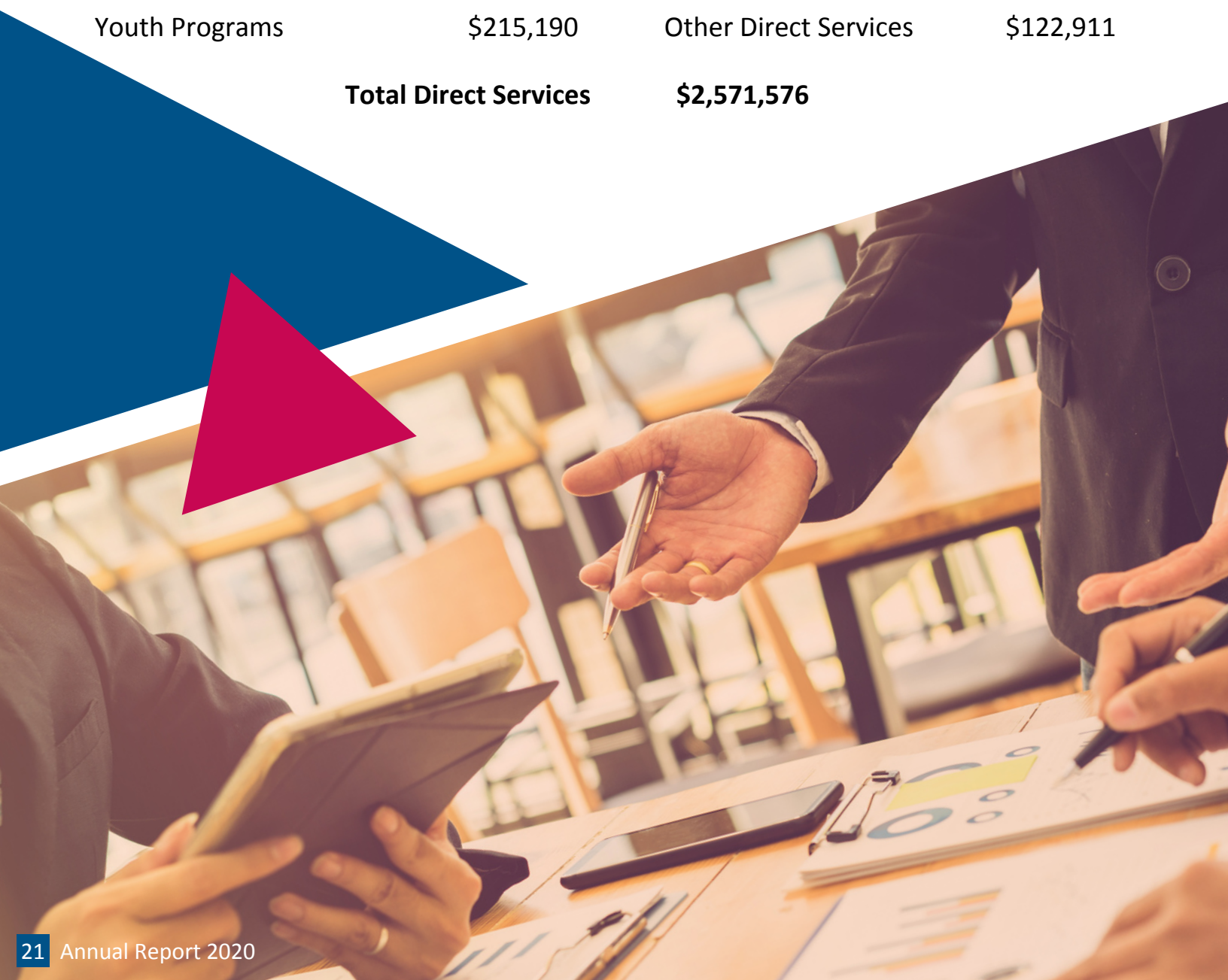
Federal Grants	\$4,100,799
Non-Federal Grants	\$1,422,814
Other Support	\$199,848
Total	\$5,723,461

EXPENSES

Programs	\$5,302,741
Management & General	\$405,526
Total Expenses	\$5,708,266

DIRECT SERVICES & PROGRAM EXPENSES

Utility Assistance	\$21,305	Housing	\$258,470
Weatherization	\$1,579,568	Food & Toiletry Pantries	\$374,131
Youth Programs	\$215,190	Other Direct Services	\$122,911
Total Direct Services	\$2,571,576		



CAAGKC OFFICE LOCATIONS

JACKSON COUNTY

CAAGKC Administrative Office

6323 Manchester Ave.
Kansas City, MO 64133
P: 816-358-6868 | F: 816-358-0143

PLATTE COUNTY

CAAGKC - Tracy Office

412 Aller St.
Tracy, MO 64079
P: 816-459-9615 | F: 816-214-5827

CLAY COUNTY

Northland Human Services Center

3100 NE 83rd St., Ste. 2100
Kansas City, MO 64119
P: 816-459-9615 | F: 816-214-5827





Helping People. Changing Lives.

community Action®

AGENCY OF GREATER KANSAS CITY

Clay • Jackson • Platte



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