

**Community Action Agency  
of Greater Kansas City**



**ANNUAL REPORT  
2021**







# EXECUTIVE SUMMARY



## The Heat, the Vision, and the Stories We'll Tell:

For the past two years, we've been in a constant battle fighting an unseen opponent, Covid-19. Controversial, plausibly deniable, and elusive, but indubitably real. Some have lost friends, family, businesses, homes, and even sanity due to this enigma that defies hope. U.S. Civil War Army commander, William Sherman, is noted for stating "war is hell." I've never served in the military nor dashed the gates of hell, but I've seen suffering, which both are akin. Displacement, isolation, disorientation, injury, and even death, are all manifestations of war and indeed cruelty.

In the midst of battle we've made our internal communication a priority. We're asking candid questions, listening more, doing things differently, and reiterating our core values of respect, integrity, and collaboration. We're putting the commune back in community, and we started at the heart, our CAAGKC team. Staying fit, healthy, and focused as a team is how we're operating so we can take care of Kansas City communities who are counting on us. We've all been affected in some way by COVID-19 and each of us is dealing with it in our own way. The aftermath of the event of the century isn't over, but we're stable now and recovering.

Shell shock was the first term used to describe what we know today as post traumatic stress disorder (PTSD). World War I soldiers dealt with a host of symptoms related to the stresses of war. At that time the stress was referred to as battle fatigue, it would later be discovered that the condition is much more complex and it not only affected soldiers, but also the general population. We are witnessing the affects of COVID-19 battle fatigue daily. As the proverbial smoke clears from the COVID-19 fallout, rest assured CAAGKC will be here to help communities adjust to the "new normal" that has even the youngest of souls reminiscing in angst for the way things used to be before masks, mandates, closings, and virtual recess.

Refocusing and gaining our footing again, we are set towards achieving our pre-pandemic goals of education and training for youth and adults. As we give way to the Great Resignation and virtual learning, the need for skilled labor and educational solutions is apparent. We remain confident that our pre-COVID plan of trade programs and education initiatives for youth and adults are still viable. Building back will require a skilled and knowledgeable workforce and options for achieving these lofty goals of higher education. Virtual, in-class, or long distance, there are several options for learning, but the first option towards learning should be self-education on the COVID-19 vaccine.

Information abounds today in the age of technology and the information highway doesn't fail in moving messages quickly. No one message can tell you what's right for you, but consulting with health professionals and reviewing published information will put you well on your way to making an informed decision. We all want to be healthy and live our lives to the fullest, hence the saying "When you've got your health, you've got everything."

From time to time I revisit past Annual Reports to reflect on the agency's successes as well as failures because the trip down memory lane helps us chart our future. It's like looking at a high school year book from 30 years ago, so many changes have occurred, the clothes, hairstyles, and faces. You start wondering what happened to this person or that person, and wondering if their dreams were realized? I hope to look back 20 years from now, not in bewilderment, but in amazement at all the things we've accomplished as an organization. Faces will have changed over time, some areas will have expanded while others decreased, and we will have faced losses, but our vision will have remained constant, our Board of Directors nimble, and our mission clear. I don't know when poverty will end, but that's a vision I look forward to seeing one day.

We've been in the fight against poverty for more than 43 years. We've helped improve the lives of countless individuals and families, established solid community partnerships, and developed robust programs and services to help move individuals and families to self-sufficiency. And we've even been blessed to have a few grateful program participants come back and say thank you, as well as vow to pay it forward. We too, have made a promise as an organization to the people of Kansas City and we won't take it back. We're going to continue in the fight and stay armed and equipped to serve while we diligently advocate for low income programs and contest policies that would harm the economically disadvantaged.

It's all about the numbers, some are rising and some are falling. Our 2021 Annual Report numbers show the work we've put in and the lives we've helped change in these tumultuous times. The work never gets easy nor the stories old, but the outlook gets brighter even in the darkest hour. I grew up in bright sunny Florida, and with the sun came the heat, you can't have one without the other. So although things are intense and disorienting right now, stay hopeful and look at the sun and enjoy its many attributes because change is always going to come.

Clifton Campbell  
Executive Director & CEO

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## OUR MISSION

Community Action Agency of Greater Kansas City (CAAGKC) provides low-income residents of Clay, Jackson, and Platte counties in Missouri comprehensive support services that help them become self-sufficient.



# OUR PROGRAMS

“  
*The greatness of a community  
is most accurately measured by  
the compassionate actions of  
it's members.*

- Coretta Scott King

## **Healthy Homes:**

Healthy Homes identifies, reduces, and eliminates home based safety hazards and conditions that affect the health and quality of life for individuals and families.

## **Supportive Services:**

Supportive Services works closely with families to help stabilize them and keep them in their homes through emergency services and long-term supportive services programs.

## **Weatherization:**

Weatherization involves long-term and permanent changes to homes to help lower energy bills and keep clients comfortable year-round.

## **Youth Services:**

Youth Services provides children and young adults with the tools and resources they need to be successful throughout high school and beyond.





# AND IMPACT

46

dedicated team members

13

programs that help people and  
change lives

43

years of making a difference  
in Kansas City



# HEALTHY HOMES

## How Healthy is Your Home?

A healthy home is dry, clean, safe, and ventilated. It's pest-free, contaminant-free, maintained, and comfortable. Our Healthy Homes Program tackles those health and safety hazards in the home such as pests, mold, bed bugs, and water leaks to make sure families are living in healthy and safe conditions.

Healthier homes reduce the likelihood of illness, injury, and worsening of ongoing medical conditions. Research has shown a strong connection between poor housing conditions and health problems. Whether residents rent or own their homes, we hire the contractors that help create a healthy and hazard free home environment for families at no cost.



## By The Numbers:

**67** households served

**137** lives impacted

**203** services provided







## Making a Difference!

Due to multiple health struggles, Ms. C has found herself regularly in a wheelchair. This has made getting in and out of her house difficult because of four steps at the front door and a narrow rear door. Ms. C went through the eligibility and home assessment process with Healthy Homes. It was then identified that there was a large risk to how she was getting in and out of her house. It was also identified that by not being able to easily leave her house, it was reducing her quality of life.

Healthy Homes brought in a contractor to help build a wheelchair ramp for Ms. C. After the ramp was built, Healthy Homes went back to see how the ramp was working out for her. And with tears in her eyes, she said, "I feel free!". Finally, after a long time of being stuck in her house, she can come and go as she pleases without fear. Healthy Homes was able to help Ms. C regain and maintain her independent living.

“Alone,  
we can do so little;  
Together, we can do  
so much.”

- Helen Keller



# SUPPORTIVE SERVICES

## Helping People Help Themselves!

Life can knock you down, and sometimes the hits keeps coming. When unexpected challenges arise, everyone needs someone they can turn to!

Supportive Services provides individuals and families with services to help them enhance their way of living and achieve self-sufficiency. We work closely to learn the unique needs of our clients and we help them build an action plan for success.

Additionally, we provide emergency services for housing, utilities, transportation, food, toiletries, and other household goods needed to have a healthy home and life. The objective is to help clients gain the skills they need to realize and achieve their dreams.



# Feeding Our Community!

Our Quarterly Community Drive-Through Food Drives were a definite hit with our community throughout Fiscal Year 2021. We held 3 food drives throughout the year with 20 of our partner pantries hosting food drives at their respective locations.

In total 7,098 households and 23,648 individuals were served with food and toiletries.

## By The Numbers:

**237**

households received  
water bill assistance

**989**

individuals avoided  
eviction

**444,738**

individuals served with  
food and toiletries

**566**

individuals participated  
in case management

# WEATHERIZATION



## Saving Energy and Money!

Our Low-Income Weatherization Assistance Program provides homeowners and renters with cost-effective, energy-efficient home improvements free of charge. Weatherization involves long-term and permanent changes to your home, such as adding insulation to attics and basements, sealing up drafty windows and doors, repairing or replacing furnaces, installing LED lightbulbs, and more. We can weatherize homes, mobile homes, and duplexes up to a five plex. Our weatherization staff is trained and certified to deliver the highest quality of work with respect and integrity to our community.

## Why is Weatherization So Important?

Weatherization improves overall quality of life, significantly lowers utility bills, and keeps residents comfortable in their homes year-round. The average cost of weatherization services can equate to \$7,500 or more.

## By The Numbers:

**482** lives impacted

**225** homes completed





## Keeping Our Clients Comfortable!

Ms. Wigfall and her family were just some of the 482 lives impacted by weatherization this year. They were living in a heat wave when their air conditioning quit working on them over the summer.

Ms. Wigfall applied for weatherization and now has insulation in her basement and garage, a brand new air conditioning unit and furnace, and weather stripping on her doors and windows to keep weather outside and interior comfort inside.

The Wigfalls are now comfortable, cozy, and reaping the benefits of weatherization in their home.



*“My air conditioning unit went out, so I called AB May and it was going to cost me over \$1,000 just to put a patch over it. And they couldn't guarantee how long it would last. But, Ana, my savior, got me a new furnace and air conditioning unit. It's such a blessing, I'm gonna cry. I didn't mind jumping through some hoops to get something that's going to help us.*

- Ms. Wigfall



# YOUTH SERVICES

## More Than Just Statistics!

Youth Services provides children, teenagers, and young adults with the tools and resources they need to successfully make it through high school and beyond. CAAGKC offers year-round programs and services that include work readiness, career exploration, leadership development, life skills, parenting education, community engagement, scholarships and more.

## By The Numbers:

**57**

individuals  
awarded  
college  
scholarships

**69**

children  
enrolled in  
summer camps

**55**

high school  
students attended  
PAVE The Way

**200**

individuals  
received emergency  
services (food,  
clothing, etc.)







*“Children are the world’s most valuable resource and its best hope for the future.”*

- John F. Kennedy

## **Going Back to School in Style!**

Youth Services partnered with Old Navy and Off Broadway and took families on a Back to School shopping spree.

Each family got to spend up to \$300.00 per child at Old Navy and up to \$100.00 per child at Off Broadway. In total, Youth Services helped 119 students go back to school in style in Fiscal Year 2021.



# COMMUNITY ACTION POVERTY SIMULATION



“Without a sense of  
caring, there can be no  
sense of community.

- Anthony J. Dangelo

# CAPS W/ RESEARCH COLLEGE OF NURSING

## A New Perspective:

In Fiscal Year 2021, we held our first CAPS since 2019 with Research College of Nursing. Community Action Poverty Simulation (CAPS) is one of our most powerful resources we use to show the reality of what life is actually like for millions of Americans living at or below the poverty line. CAPS is a team-building interactive activity designed to challenge participants and help them gain a better understanding of what some individuals and families go through on a day to day basis.



## A Month in the Life:

Each participant is assigned a persona i.e. name, gender, age, physical health, and financial situation. You could be an elderly person suffering from chronic asthma or a high school student with a propensity for skipping school. The objective is to remove participants from their normal everyday life and create an alternative life simulation. The goal is to finish the month with your bills paid and your family fed.

Do you think you could make it a month in poverty?





# WHO WE SERVE

## CLAY COUNTY

8.2% Poverty

Population:  
257,124

## JACKSON COUNTY

14.7% Poverty

Population:  
707,465

## PLATTE COUNTY

6.2% Poverty

Population:  
107,726





**9%**

of households had  
no income



**68%**

of clients  
were renters



**22%**

of adults graduated  
high school

**12%**

of clients were  
employed full time

**13%**

of clients  
were disabled

**40.2%**

single parent  
females

**87%**

of clients were  
below the Federal  
Poverty Guidelines

**9%**

of clients were  
over 60 years old

**0.5%**

of clients were  
homeless



# OUR LEADERSHIP

## Board of Directors

### Executive Board:

Dr. Zavon Kanion, President – Private Sector, Jackson County  
COL Anne Rogers, First Vice President – Low-Income Sector, Platte County  
Jane Fowler, Second Vice President – Low-Income Sector, Jackson County  
Shannon Wooten, Treasurer – Low-Income Sector, Jackson County  
Mark Lindsay, Secretary – Public Sector, Platte County Commissioner’s Office  
Clifton Campbell, Executive Director & CEO

### Board Directors:

Cathy Jackson – Public Sector, Jackson County Executive’s Office  
Janet Rogers – Public Sector, Clay County Commissioner’s Office  
Henry Service – Private Sector, Jackson County  
Dr. Reginald Hester – Private Sector, Jackson County  
Sheriff Darryl Forte – Public Sector, Jackson County  
Joseph Thomas – Low-Income Sector, Jackson County  
Jamie Johnson – Private Sector, Platte County  
Jureau Bowman – Low-Income Sector, Clay County



## Team Leaders

Victoria Young, Healthy Homes Manager  
Rhonda Ewing, Supportive Services Manager  
Joy Bowens, Quality Assurance Manager  
Charles Webb, Weatherization Manager  
Jolene Herron, Youth Services Manager

## Executive Team

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







“If your actions inspire others to dream more, learn more, do more, and become more, you are a leader.

- John Quincy Adams

# THE FINANCIALS

## Revenue

Federal Grants: \$6,335,826

Non-Federal Grants: \$1,362,672

Other Support: \$339,713

**Total Revenue: \$8,038,211**

## Expenses

Programs: \$7,286,340

Non-Federal Grants: \$555,164

**Total Expenses: \$7,841,504**

## Direct Services & Program Expenses

Utility Assistance: \$93,121

Weatherization: \$1,716,096

Youth Programs: \$422,029

Housing: \$911,742

Food & Toiletry Pantries: \$433,248

Healthy Homes: \$217,409

Other Direct Services: \$67,670

**Total Direct Sales: \$3,861,314**





# DONORS & PARTNERS

Ameren  
American Century Investments  
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



“I have found that among its other benefits, giving liberates the soul of the giver.

- Maya Angelou



