



mid michigan
COMMUNITY
Action

"Helping People, Changing Lives."

MOVING FORWARD WITH



FISCAL YEAR 2013

2013 BOARD OF DIRECTORS

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Mid Michigan Community Action's 18 member Board of Directors is composed of three members from each of the agency's six county service area. From each county, there is an elected representative of low-income people, a public official and a member from the private sector.

This board make-up ensures low-income families and individuals are represented by every sector within their communities. The Board continues to provide valuable insight and support in this ever-changing environment.

EXECUTIVE MESSAGE

As we reflect on the past year of our agency's endurance, through the challenges of sequestration reductions, flat grant funding, and program and staff changes as a result, we find ourselves proud of the integrity our organization maintained throughout.

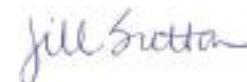
The agency as an entity, the Board and staff alike, remained steadfast on delivering quality programs to the communities and families we serve. Our compassion in helping others never wavered. It was our duty--or you could say our moral and ethical code--to press on despite the challenges.

In return for our hard work, we found a unity among staff in knowing we could get the job done despite governmental obstacles. We found harmony in knowing that we could provide assistance to our customers, and we went home at night knowing it was a job well done. We remained dedicated to our mission of helping people in need. Our Board members remained consistent as they made decisions that kept the agency balanced while also seeking new opportunities.

Working in the human services field provides a completeness that seems unique to our field. It is warm and uplifting when you observe a child learning a new skill or you can provide food to an aging senior. When we find secure housing for the homeless or ensure that a home will be warm, we are confident that our good deeds are appreciated.

We move on to a new year with positive hope that our agency is robust, determined, and will offer a helping hand to those who seek our services. Our integrity will prosper as we develop new and improved opportunities for the people we serve. Please join us on this journey as a partner, volunteer, or supporter of Community Action—help us make a difference in the lives of thousands across our region.

Warm Regards,



Executive Director



A YEAR IN REVIEW

While FY2013 held some definite challenges, our staff, volunteers, customers and communities experienced some outstanding outcomes. Below is a sampling of highlights:

- The agency received its first grant award from the federal Office of Veteran's Affairs allowing the agency to serve homeless veterans and their families.
- The agency was recruited to become a Regional Navigator for the federal Affordable Health Care implementation assisting people with learning more about navigating their benefit options.
- The Garfield Senior Housing project, located in Bay City, became solely owned by the agency with the syndicator partner removed from the partnership. The agency has been the non-profit partner for this project since 2008.
- An agency volunteer, Zola Groh, and two agency consumer families, Bret & Sarah O'Brien and Joshua & Julie Shell, were honored at the state level by the Michigan Community Action Agency Association for their endless commitment and work with community action.
- To support the success of multiple community projects, the agency took on fiduciary responsibilities to provide access and oversight of viable services. This included the Clare County Veteran's Freedom Park, Mid Michigan Honor Flight for WWII veterans, multiple emergency food pantries, the Clare Historic Depot project, Mecosta Historical Society and the Mecosta Area Committee.

2013

FY 13 SERVICE EXPENDITURES

Outreach Services	Households	Amount
EITC Promotion/Income Tax Prep	1,133	\$13,610
Utility Assistance	2,537	\$1,160,553
Shelter/Homeless Assistance	456	\$566,994
Emergency Church Fund	11	\$1,076
Food Assistance--TEFAP	4,156	\$466,674
Food Assistance--CSFP (10 counties)	2,650	\$1,197,292
County Food Pantries	378	\$36,290
Subtotal	11,321	\$3,442,489
Grants & Communications		
Financial Self-Sufficiency/ Homebuyer Support Programs	204	\$55,975
Foreclosure Prevention Services	58	\$33,924
Subtotal	262	\$89,899
Housing Services		
Weatherization	199	\$756,661
Home Repair/Rehab	4	\$20,000
Subtotal	203	\$776,661
Early Childhood Services		
Women, Infants & Children Programs	3,534	\$347,762
Early Head Start (with non-federal share)	217	\$1,835,547
Head Start (with non-federal share)	284	\$1,656,579
Preschool Services	210	\$398,956
Strong Families Safe Children	44	\$51,815
Child Care Food Program	494	\$90,250
Subtotal	4,783	\$4,380,909
Organizational Support		
Community Services Block Grant	N/A	\$657,665
TOTAL	16,569	\$9,347,623

OUTREACH SERVICES



PERSONAL & PROFESSIONAL ETHICS

Integrity is something that is both learned and understood universally. While most children are taught to respect certain principles from their parents, many of the challenges

and decisions they will face later in life are ones you cannot prepare for. It is these challenges and questions that we often deal with.

We have found by not only abiding by our personal ethics, but our contractual ones as well allowing us to help the highest number of people possible. It is of the utmost importance we follow the ethical and legal standards required on us for our continued use of the grant money we receive to help families in our community.

In addition to the resources we provide, we work to educate our clients as well. By teaching families the importance of acquiring skills such as making informed financial decisions, proper budgeting and living with personal standards of honesty, we find we not only improve their current financial situation, but empower them to strengthen their future situation as well.

Some highlights for Outreach Services in FY 2013:

- We received a VA Grant valued at \$486,000 and will be using it to assist homeless Veterans and their families.
- We provided more than \$1 million in utility assistance to families in our service area.
- We expanded our homeless programs with additional funding to be able to assist people in Arenac County with numerous services that were limited in the past.

HOUSING SERVICES

RIGHT VS. EASY

To live a life of integrity means certain situations you may encounter will be made more difficult, rather than easier, had you chosen the easier path. Often times, in ensuring we maintain our integrity, we must be honest with our families on funding issues, services and schedules, even if we must tell them something they do not want to hear. We do this because it is right, not easy.



Our team worked harder than ever this past year to keep up with the demand for assistance while ensuring those who were eligible received quality services and noticeable improvements in their homes.

With the bitter cold and extreme heat that is characteristic of our varying Michigan weather, more and more families have found themselves struggling to properly maintain the temperature in their homes leading to unhealthy temperature fluctuations. Fixing these problems not only provides comfort and efficiency to those we help, but often safety as well.

- We received LIHEAP funds, which are being used for efficiency measures not always available by other grants and as leveraging dollars to serve our customers.
- We had a smooth final close out of the American Recovery and Reinvestment Act grant which helped us to continue to assist additional individuals with efficient weatherization services.
- We completed the Housing Preservation Grant, serving four homes in Clare and Gladwin counties with enhanced rehabilitation efforts.

EARLY CHILDHOOD SERVICES

A NOBLE TASK

While we all face many challenges in life, one may argue for some, there is no more noble and scary task as that of raising a child. Children learn from our actions, lessons and direction, which means the responsibility of ensuring they're growing with the knowledge of integrity, morals and kindness is a crucial one indeed. Within our Early Childhood Service programs, we strive to ensure every child and parent, that participates in our programs is aware of this vital part of parenthood. While this was a very busy year for ECS, here are just a few of the more exciting things to share:



- We moved three of our Early Head Start Programs and our Women, Infants and Children Clinic into a collaborative Early Childhood Center allowing parents and families access comprehensive services in one location.
- We opened three new preschool classrooms and reopened our vacant building in Farwell to house a preschool and Early Head Start classroom.
- We received increased funding for our Great Start Readiness Program allowing us to serve an additional 110 slots.
- We increased our contracts with local Department of Human Services for Strong Families Safe Children initiatives in Bay and Gladwin counties furthering our ability to serve families in crisis.

"To give real service you must add something which cannot be bought or measured with money, and that is sincerity and integrity." -Douglas Adams

BEST PRACTICE

INTEGRITY IN OPERATIONS

In order for us to be good stewards of grant based funds, it is critical we maintain integrity in our agency operations and financial practices. This is accomplished through multiple venues, systems, and the utilization of best practice. We pride ourselves on being a low-risk auditee and passing our monitoring reviews with flying colors!

Our secret to success is staying abreast on changes, initiatives, best practices and any other guidance we can gather. We utilize our data bases and technology to the extreme to ensure we capture any and all data, program outcomes, and financial information. We employ dynamic staff who are well versed in their specialized fields as well as participate in a multitude of training activities. (For example, this past year agency staff participated in 4,000 hours of training to enhance their skills and knowledge). We maintain a systematic approach to everything we do to properly document our services, transactions, activities, and everything in between. We conduct continuous improvement as part of our regular routine to ensure we stay at the top of our game.

We are subject to multiple monitoring reviews from all of our funding sources—which can include as many as 30-40 visits per year. We are also required to go through a comprehensive A-133 single agency audit as a grantee of federal funds. These reviews are time intensive as staff prepare for and present our files and documentation, but it is also the key to receiving financial support so that we may continue our quest to help people in need. The process also gives us the opportunity to showcase what we do best.

Being a human service provider is not a simple task. We must adhere to federal, state, and local regulations that now reach 30,000 or more while maintaining quality programs for the people we serve. Our Board, administration, and staff are amazing people who uphold high standards of integrity, business operations and program delivery... all in a day's work as the saying goes.

NAVIGATING THE NEW YEAR

IN THE YEAR AHEAD...

We rarely have time to stop and reflect in the world of Community Action as we are constantly assessing and planning new ways to make an impact in our communities. Looking forward, FY 2014 should prove to be an exciting year for all of us.

- 2014 will mark the 50th anniversary of Lyndon B. Johnson's War on Poverty and the subsequent creation of Community Action. While Mid Michigan Community Action was not established until two years later, we will still be helping our nationwide network of 1,000+ agencies celebrate this historic milestone.
- 2014 will also see the introduction of a House Bill to re-authorize the Community Services Block Grant--the core funding to all Community Action Agencies. This legislation will modernize and re-validate Community Action at the federal level and bring the conversation back to programs that address the needs of low and moderate-low-income families.
- 2014 will see the launch of our Supportive Services for Veteran Families program. This program, the agency's first from the Department of Veteran's Affairs, will allow us to help those who have bravely served our country and their families have a safe, secure place to call home.
- 2014 will see the redevelopment of the agency's next strategic plan as we continue to work to meet the needs of our communities.



SERVICE OFFERINGS

Mid Michigan Community Action has more than 20 programs aimed at assisting individuals and families toward self-sufficiency. Below is a current listing of services available. More details are available on our website: www.mmcaa.org

Outreach Services:

- Heat & Utility Assistance
- Homeless Assistance/Case Management
- Supplemental Food Assistance
- Emergency Food Assistance
- Income Tax Preparation Assistance



Early Childhood Services:

- Preschool Programs
- Women, Infants and Children (WIC) Clinic (Midland County)
- Early Head Start
- Supportive Visitation Services
- Parent Aide and Strong Family Safe Children Programs

Housing Services:

- Weatherization
- Home Rehabilitation

Case Management & Homebuyer Support Services:

- Family Self-Sufficiency Program
- Homebuyer Education & Downpayment Assistance
- Foreclosure Prevention Services





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