



2008 Annual Report

Mid Michigan Community Action

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Quality People
Quality Programs
Quality of Life

2008 Board of Directors

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

This board make-up ensures that low-income families and individuals are represented by every sector within our communities.

BAY COUNTY

Vaughn Begick

Bill Reder, Chairperson

CLARE COUNTY

Lynn Grim

Tammy Miller

Beth Kannawin

GLADWIN COUNTY

Don Kehoe, Vice-Chairperson

Kathy Wilton

Tom Tucholski

MECOSTA COUNTY

Jerry Williams

Matthew Klein, Treasurer

Helen Chappell, Secretary

MIDLAND COUNTY

William Hargreaves

Otis Wilson

Sharron Such

OSCEOLA COUNTY

Larry Morlock

Kimberly Booher-Hammer

In the Year Ahead

Plans are well underway for a busy 2009. The agency will be taking on a variety of activities to enhance and expand services to more people in need. The completion of the tri-annual community needs assessment will help determine the course of service to the low-income families in our communities.

Senior Housing Project

The need for affordable senior housing has been clearly identified. Funding has been secured to demolish the agency's former storage warehouse on Fourth Street in downtown Clare to make way for a four-story senior apartment complex. Ground is expected to be broken on the 24-unit complex in early 2009 with a grand opening in early 2010.



Weatherization

The agency's Weatherization program is slated to double, possibly triple in size during the next year. This means that 200-500 more households may see reduction in their utility bills through energy savings measures to their homes.

Agency-wide Transitions

The agency will be seeing a new leader at the helm in response to current CEO, Gary Gilbert's, retirement plans.

MMCAA will continue to develop risk management and internal control procedures to ensure that the agency remains in good standing both fiscally and programically.

MMCAA will continue to participate in Michigan's initiative to reduce poverty. Regional and statewide activities are underway to respond to the needs of our families and seniors that have been impacted by the current economy.

Continuous Improvement

Organizational Assessment

Mid Michigan Community Action Agency participated in a comprehensive Organizational Assessment this past year to identify its strengths and successes as well as recommendations for improvement.

The agency received a grant from the Bay Area Community Foundation and United Way of Bay County to be used for the assessment. Agency staff and board members participated in interviews and surveys, and a review on a variety of agency systems and procedures was conducted.

Several strengths were identified through self reporting including that there is a critical need for services provided by MMCAA and the agency has a long history of fulfilling those needs. Additional strengths include: board members and staff are dedicated and knowledgeable; there is a genuine passion for the needs of low-income residents; agency staff advocate for their clients' needs, quality programs are operated and are creatively delivered; a positive attitude, strong leadership, and a strong commitment to the mission have led to financial strength and the ability to quickly meet the ever-changing needs of low-income customers with diverse programs.

The agency is pleased to announce that it was determined to be at the optimal level of "maturity" for the five areas of Program, Management, Governance, Resources, and Systems. This implies that the agency has well-organized programs that are result focused and based on community needs. It also states that the staff is seasoned and able to manage the multiple functions needed to successfully deliver their services.

In regards to Governance, the Board plays a leadership role, and is policy-oriented which meets the needs of a non-profit organization. It was also found that the agency has accurate financial forecasts and maintains multiple sources of income to support its various activities. Lastly, the administrative systems are at or near a level of sophistication required for competent management and decision-making. The agency will be working on enhancement recommendations, but is proud of its many accomplishments as identified in this third-party review.



Executive Message



To me, quality means finding the way to best serve our communities; helping as many as we can despite worsening economic conditions and tighter funding budgets. I am proud to say that Mid Michigan Community Action has been able to widen its impact during these difficult times.

In program year 2008, MMCAA made strides in three strategic goals: food assistance, building consolidation, and early childhood programs.

The acquisition of a 16,000 square foot building will provide a permanent home for our commodity and emergency food programs while leaving room for future expansion.

The agency successfully consolidated six buildings into one location ultimately saving the agency significant operational costs. This move included relocating the agency's administrative operations, county outreach, and three early childhood classrooms.

To better meet the needs of the Early Head Start families, the program changed to a home-based model. This provided families with more individualized services and a better fit with their busy schedules.

Along the way, we continued to provide services to thousands of families and seniors, providing food, housing, homeless support, preschool experiences and a wealth of emergency services.

The progress that has been made in an effort to reduce poverty in our communities is representative of the cooperation between our staff, the board of directors, local leaders, partner agencies, volunteers and all of those that have found a way to support this effort. It is my sincere hope, that through continued partnership we will be able to help our community back onto the path of self-sufficiency.

Sincerely,

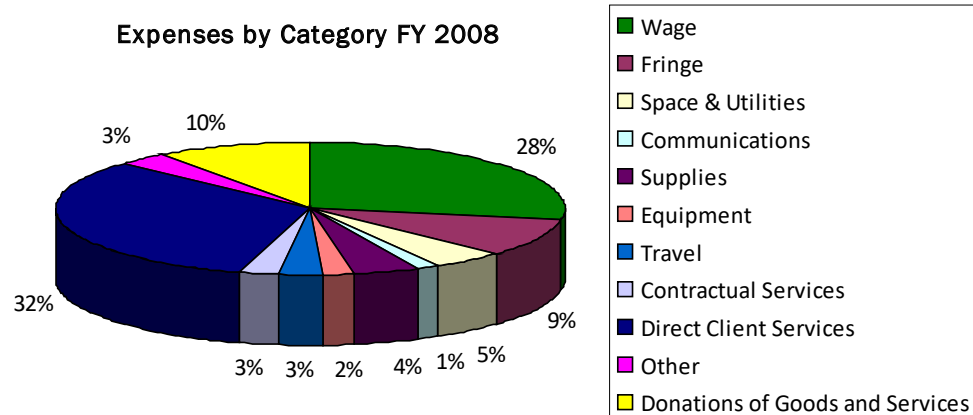
Gary W. Gilbert, CEO

mid michigan
COMMUNITY
Action

Fiscal Management

	Federal	State	Local	Total
REVENUE				
	6,547,592	1,166,430	1,034,496	\$8,748,518
Donations of Goods & Services			940,235	\$940,235
TOTAL	\$6,547,592	\$1,166,430	\$1,974,731	\$9,688,753
EXPENSES				
Wage	2,082,817	249,861	298,166	\$2,630,844
Fringe	718,652	66,659	77,301	\$862,612
Space & Utilities	338,098	27,850	65,645	\$431,593
Communications	113,439	7,246	15,124	\$135,809
Supplies	284,302	46,220	57,820	\$388,342
Equipment	184,742	0	0	\$184,742
Travel	230,684	16,810	16,349	\$263,843
Contractual Services	208,923	25,606	14,206	\$248,735
Direct Client Services	2,153,570	707,241	182,389	\$3,043,200
Other	262,334	23,615	18,641	\$304,410
Donations of Goods & Services			940,235	\$940,235
TOTAL	\$6,577,561	\$1,171,108	\$1,685,696	\$9,434,365

Expenses by Category FY 2008



Housing Services

Quality People

Shelter is one of the basic needs for human survival, which is why the work accomplished by MMCAA's Housing staff makes such an impact. Whether it involves making someone's house warmer and more energy efficient or replacing a leaking roof, or providing assistance and counseling for first time homebuyers, all of the housing staff are dedicated to providing quality services.



MMCAA continues to expand their partnership network with local contractors. By working with local contractors, the customer receives quality service, and money is circulated back into our local economies. MMCAA hopes to expand its goal of providing energy efficient homes and education regarding budgeting, homebuying and financial planning.

Quality Programs

Housing Services

- 161 households received energy efficiency services, allowing them to stay warmer and achieve significant savings on their utility bills
- 367 families attended energy classes and received do-it-yourself energy kits
- 76 homes received rehabilitation services which may include roof work, new windows, well, septic, furnaces, etc.
- 157 families received counseling on how to become financially stable
- 10 families opened Individual Development Accounts to save money toward a down-payment, and 3 families received match money to purchase a home

Outreach Services

Quality People

MMCAA's Outreach staff are often the first contact for our customers. They see the struggle of a mother who cannot afford heat or the pain of a couple that does not have a place to call home. They see it first-hand, every day.

Outreach staff do whatever they can to provide help for our customers whether it means finding them assistance, a referral or simply greeting them with a friendly hello and warm smile.

This skilled group of individuals make a concerted effort to provide services, but also respect and most importantly, hope to all of their customers.



Quality Programs

Emergency Services

- Outreach Services staff processed over 2,500 applications for emergency services
- 263 individuals and families received homeless prevention assistance; 56% were able to maintain stable housing for at least 90 days
- 1,591 individuals were enrolled in a health insurance plan through MMCAA's referral program
- Our communities were provided over \$1,075,000 of food, heat, utility and household emergency assistance

Fiscal Integrity

Mid Michigan Community Action's fiscal integrity is a representation of its ability to meet and often exceed the federal and state mandates for non-profit organizations. The agency maintains policies, procedures, and internal controls to assure that every dollar of its annual budget is spent in adherence to grant and contract requirements as well as donor requests. Some examples include the following:



Quality Programs

Finance

- MMCAA adheres to General Accepted Accounting Principles (GAAP) as established by the Federal Accounting Standards Board.
- An independent auditor reviews All of MMCAA's fiscal records on an annual basis
- MMCAA has maintained a "low-risk" auditee standing for over 17 years.
- There are established policies on the purchasing process emphasizing internal review and comparable bidding
- An anti-nepotism policy is in effect that precludes a spouse or relative of a current Administrative Director or Board of Director to be hired by the organization.
- Copies of the MMCAA most recent 990 can be found at www.guidestar.org

Early Childhood Services 0-3

Quality People

Mid Michigan Community Action's ECS 0-3 program is unique because it takes place in the child's home. Home visitors meet with each child, in the home, for a minimum of 1.5 hours a week.

An important aspect of this program is continuous development of staff. To that end, nearly 100% of the Home Visitors maintained their Child Development Associate Credential, and 100% of all staff attended and attained knowledge from trainings and educational opportunities. WIC staff are trained to test for lead, to counsel breastfeeding moms and to work with families from different backgrounds.



Quality Programs

Early Head Start

- Early Head Start exceeded their enrollment goal every quarter with an average monthly enrollment of 145 (249 were served overall)
- EHS more than doubled their enrollment goals for children with disabilities
- 88% of EHS children were up-to-date with immunizations
- 75% of mothers breastfed their babies for at least six weeks

WIC

- 1929 families were enrolled in WIC, a 10.2% increase from PY 2007
- 366 free, blood-lead tests were performed
- 91 breast pumps were distributed to WIC participants exceeding the goal by over 200%

Early Childhood Services 0-5

Quality People

With the educational demands of young children continually increasing, MMCAA's preschool program strives to provide school readiness activities that are developmentally appropriate. To achieve this, all preschool teachers have a bachelor's degree, with many being state certified in Early Childhood. The program uses Creative Curriculum, which is a hands-on approach to learning. Teachers have the opportunity to have fun with their students while teaching them valuable skills. The administrative team and all of the ECS staff are dedicated to the well-being and development of young children.



Quality Programs

Preschool

- According to the Program Quality Assessment, the average classroom score is 4.71(5 point scale)
- The average PQA score for the 10 aspects of Parent involvement and Family Services was 5 (5 point scale)
- 181 children received preschool services overall, with an average monthly enrollment of 152
- 93% of children enrolled received a dental exam and 91% received a medical exam
- 83 children received an Individual Education Plan and special services
- Over 50 goals and objectives are utilized in the curriculum to focus on school readiness