



mid michigan  
**COMMUNITY**  
*Action*

"Helping People, Changing Lives."

# EMPOWERING

## 2014 Annual Report



Evaluation **Hope**  
**Self-sufficiency**  
Inspire FUTURE  
GOALS **Change**  
Help  
Improve *Grow*  
Determination  
Evaluation **Hope**  
**Self-sufficiency**  
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Determination

# 2014 Board of Directors

**Bay County:**

Vaughn Begick  
William Reder, Board Chair  
Carol Goulet

**Mecosta County:**

Jerry Williams, Treasurer  
Helen Chappell, Secretary

**Clare County:**

Lynn Grim  
Nancy Jones  
Norm Gage

**Midland County:**

Richard Keenan  
William Hargreaves  
Sharron Such, Vice Chair

**Gladwin County:**

Kathy Wilton  
Sue Sprang  
Marlene Doran

**Osceola County:**

Alan Tiedt  
Larry Morlock  
Rosemary Geesey

**Policy Council  
Representative:**

Heidi Dawson

**Consultant:**

Tammy Miller

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. Among the many responsibilities the Board takes on:

- Legal and fiscal responsibilities for administering, overseeing, and safeguarding federal funds.
- Determining overall program plans and priorities for the CAA, including provisions for evaluating progress and performance.
- Approving and adopting personnel and financial policies.
- Ensuring compliance with all grant conditions.
- Approving all program proposals and budgets.

# Executive Message

Each year, our staff supports individuals and families on their journey toward self-sufficiency as they participate in our multiple programs and services. This support is provided through a variety of approaches that encourages the participant to establish goals and to learn how to achieve them. Although we are limited at times with the multitude of grant regulations, and in some cases limited resources, we strive to do our best to mentor our participants on the pathway to success. Utilizing empowerment tools offers a way of giving them authority over their lives, decisions, and potential outcomes.



Our staff work very hard to provide encouragement that is proactive versus reactive. This help might include supporting a young mother who is learning to care for her infant or we may be assisting a preschool child in self-help skills preparing them for independence in their school career. Through the provision of heat assistance, we are able to stabilize the family's budget while also keeping them warm at night. This is just a small snapshot of the amazing things our staff can do to empower our participants.

Using empowerment methods does not stop with our participants. Our staff are also encouraged to become well versed in their role with the agency. We empower them to become highly trained professionals that are confident and qualified to perform the duties necessary to accomplish their job by providing professional development opportunities and educational support. While non-profit employment may not be the highest paid field, our returns often come in non-monetary altruistic gains of knowing that we help others to succeed.

The communities we serve also benefit from the result of our efforts through economic development. Through our employment of resident staff, purchasing from local stores and contractors, millions of dollars are spent each year in support of our programs and activities. These resources bring support at the local level investing over \$9 million annually.

In closing, as you peruse this year's Annual Report, please note the many opportunities that allow us to empower our participants. It is a pleasure to share with you the numerous accomplishments of how we have influenced "Helping People, Changing Lives."

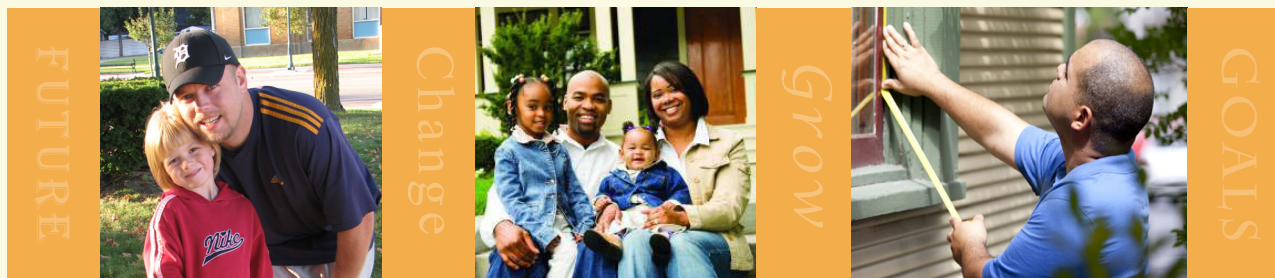
Fondly,

A handwritten signature in cursive script that reads "Jill Sutton". The ink is dark and the signature is fluid and legible.

Jill Sutton  
Executive Director

# FY 14 Service Expenditures

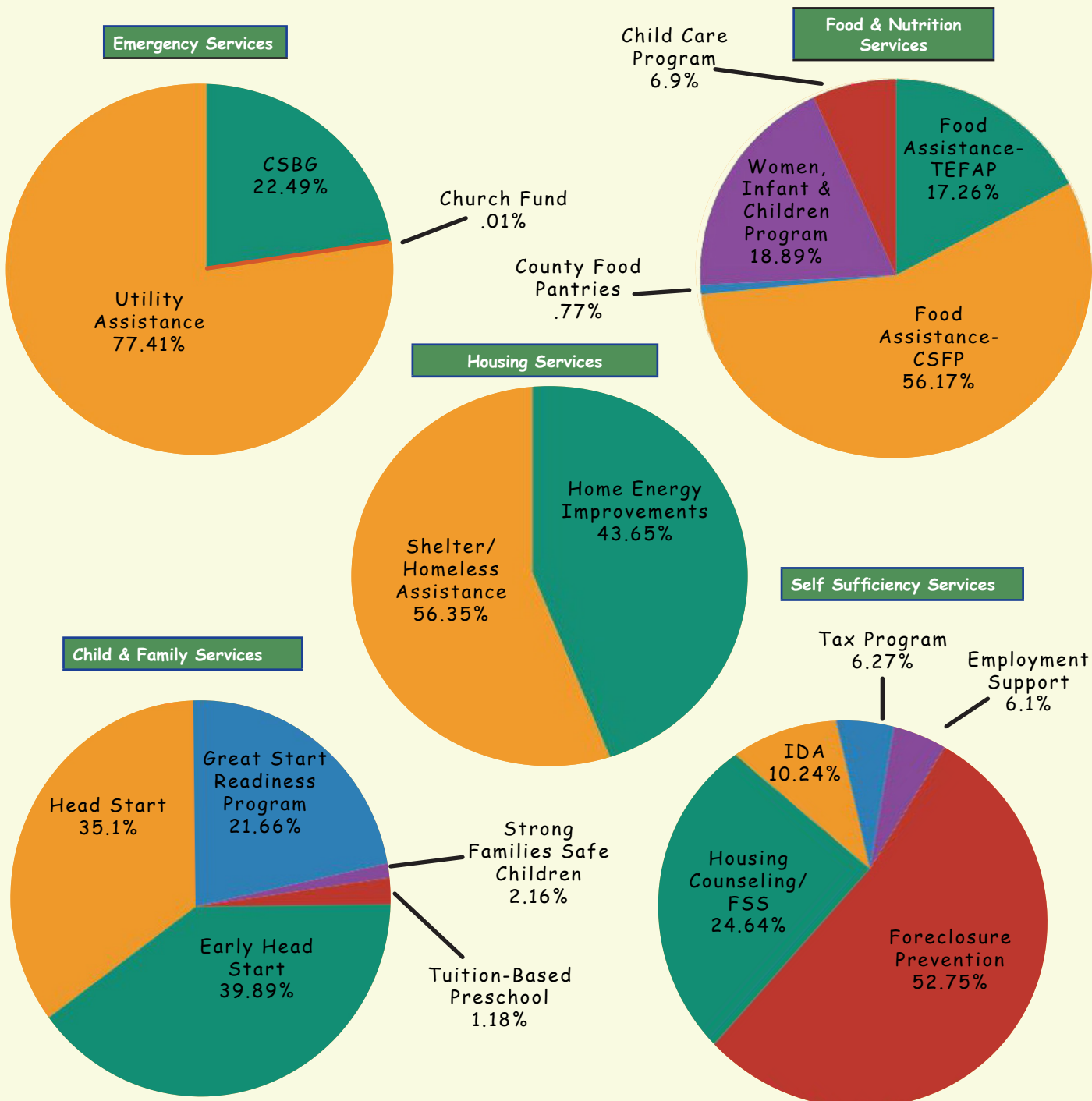
Emergency Services	Services	Amount	Food & Nutrition Services	Services	Amount
CSBG		573,415	Food Assistance - TEFAP	4,648	336,145
Utility Assistance	3,266	1,973,819	Food Assistance - CSFP	4,352	1,093,870
Church Fund	15	2,693	County Food Pantries	410	14,909
Subtotal	3,281	\$2,549,927	Women, Infant & Children Program	1,668	367,820
Child & Family Services	Services	Amount	Child Care Food Program		134,512
Early Head Start	248	1,533,363	Subtotal	11,078	\$1,947,256
Head Start	189	1,349,614	Self Sufficiency Services	Services	Amount
Great Start Readiness Program	148	832,643	Housing Counseling / FSS	130	46,927
Tuition-Based Preschool	16	45,266	IDA	24	19,500
Strong Families Safe Children	85	83,101	Tax Program	944	11,942
Subtotal	686	\$3,843,987	Employment Support	52	11,611
Housing Services	Services	Amount	Foreclosure Prevention	115	100,450
Home Energy Improvements	76	660,886	Subtotal	1,265	\$190,430
Shelter/Homeless Assistance	257	853,199	Grand Total	Services	Amount
Subtotal	333	\$1,514,085		16,643	\$10,045,684





# FY 14 Program Summary

The following is a breakdown of the dollars spent on each program. Overall, Child & Family Services constituted 38.27% of the agency's budget, Emergency Services was 25.38%, Food & Nutrition Services was 19.38%, Housing Services was 15.07%, Self Sufficiency Services was 1.9%.



# Outreach Services

Equipped for Success

When a customer comes to us, they are often times frustrated regarding a certain problem. The customer first goes through an application process called the 'MCA Customer Empowerment Plan'. This application process allows the outreach staff and the customer to assess the problem. Customers are encouraged to come up with steps that will lead them to a better outcome. It's important for the customer to take responsibility for their situation by being a part of the solution process—just one of the many ways they are empowered. The staff then provides resources and education to further help overcome those stumbling blocks. For example, a staff person will work with the customer to create a budget, showing them where they can save more in household expenses.



Customers walk away from our office equipped with the knowledge and resources to make positive changes that once seemed impossible. The journey to self-sufficiency can be long and hard for some, but we are there to encourage them to take the necessary steps.



When a customer is not able to take the necessary steps themselves, our outreach staff are here to act as an advocator. In situations where a senior citizen is getting wrongly charged for a Medicare premium, outreach staff advocate to make sure that senior is justly served.

## Some empowerment highlights for Outreach Services in FY 2014:

- Over 3,200 families were assisted with over 1.8 million in heat assistance.
- Walk for Warmth raised \$68,367.63 and helped about 400 households.
- 52,831 boxes of food were given out to families and individuals.
- Over 250 homeless families including 72 veterans had their housing stabilized.

# Serving those who Served

## Opportunity to Empower

We are very fortunate to have received funding from the Veteran Administration this year, allowing us to launch our Supportive Services for Veteran Families Program (SSVF).

Through the partnership with sister community action agency EightCap, we are able to service families across Arenac, Bay, Clare, Gladwin, Gratiot, Ionia, Isabella, Mecosta, Midland, Montcalm and Osceola counties.

SSVF works to not only help secure housing, but to also make sure veterans and their families have the tools needed to live a successful and stable lifestyle. Veteran Resource Specialists empower homeless veterans and their families by helping to eliminate odds, advocating and educating.

At times, the barrier between a homeless veteran receiving help is distance, so Veterans Homeless Resource Specialist eliminate that challenge by meeting them where ever they are which sometimes means meeting them under a bridge, at a campsite, or taking them to appointments.



Sometimes veterans are unaware of benefits they could be receiving such as disability compensation and health care. There is help out there for veterans and the SSVF program makes sure that veteran and their families are taking full advantage of the resources provided by the Veterans Administration and Mid Michigan Community Action Agency.

### Some empowerment highlights for Supportive Services for Veteran Families in FY 2014:

- 187 individuals received housing support.
- These participants received other programs support totaling 1,149 services received.

# Early Childhood Services

Believe to Achieve



It is safe to say that it has been a year of great triumph and considerable progress. The early childhood staff has shown their support, equipped customers with resources to be successful, and most importantly celebrated progress along the way.

For the ECS staff, it is important that the families they help believe they have the power inside of them to make positive changes in their life. We strive to help our families realize their own strengths, that way they continue to focus on what they can do, rather than what they cannot.

Next, families receive education and resources to be successful and self-sufficient. We can see how a parent feels empowered when they tell us they taught their child a new song, or how they decided to complete their GED.

But what really solidifies families' self-strength is when we celebrate the successes with them no matter how big or small. Everyone needs that person that believes in them and ECS staff has been that cheerleader. This partnership is at the core of the customer centered counseling approach used by all of ECS staff.

## Some empowerment highlights for Early Childhood Services in FY 2014:

- Expanded WIC services with a satellite clinic at the West Midland Family Center.
- Opened 2 new preschool classrooms to increase our ability to provide high quality programs to more children.
- New natural playgrounds were built to expand classroom experiences to the outdoors.
- 4 new local contracts were initiated to provide support and supervision to families and children involved in foster care or child protective services.
- Partnerships were continued with 0-3 providers for developing innovative strategies in home visiting.





# Empowered Families

## Defying all Odds

Looking back over FY 2014, many families and individuals were lifted out a place of helplessness toward empowerment. Hearing these triumphant stories have added fuel to our passion of why we do what we do. These families are two examples of inspiration.

### Chasteen family

The Chasteen family is enrolled in the Clare County Early Head Start and continues to blossom and grow stronger together in their role as a new family. Aunt Jessica gained guardianship of Aubree and staff has noted continual positive changes since that time. One of the greatest blessings of Jessica's selfless action was that young Aubree was able to be put back on the kidney transplant list now that she was in a stable, healthy home. She was matched with a donor and had the transplant surgery.



In addition to working a full time job, Aunt Jessica is able to find time for four therapists to come and see Aubree as well as having a home visit from early head start every week. Once a week, Aubree is also taken to the University of Michigan Mott's Children's Hospital in Ann Arbor for evaluation. Jessica has shown incredible resilience and strength as she continues to provide a loving, safe and inviting home for Aubree to continue to grow and learn in.

### Zieroff Family

While many of us have endured a financial setback at one time or another, the ability to rebound and take control of your life again is a difficult one that many people struggle with. The Zieroff family is a great example of a family that was able to overcome their difficulties to improve their current situation.

When they first came to MMCAA in Gladwin County, Susan was a student at Central Michigan University while Eddie was working in Mount Pleasant. Due to an unanticipated hardship, the newly married parents of one found Eddie without a job and Susan unable to continue paying for her education.

It's said that "It's not how many times you get knocked down that counts, it's how many times you get back up." For the Zieroff family, this rings especially true. Eddie was able to find full time employment as a delivery driver with a local school system and Susan found employment at a daycare, which was one of her dreams.

This family continues to set goals and remains dedicated to achieving them. Their commitment to being attentive and active in their child's educational process has caught the attention of many people who are extremely proud of their continued achievements.

# Housing Services

Built for Greatness

What better way to empower than to help customers have a safer, more comfortable, efficient home? The Housing Services has done a great job of creating more energy efficient homes and making much needed repairs which provide long term benefits and savings to our customers.

Our housing staff first help customers learn how they use energy, determine where it's being lost, prioritize efficiency upgrades and address energy-related health and safety problems. Typical service measures includes installing insulation, reducing air infiltration and pressure imbalances, sealing and repairing ducts, and tuning and repairing heating and cooling units.



An energy efficient home helps an individual or family focus their resources on other important bills or frees up some of their money to use on things like paying off debt or getting braces for their youngest child. Improving the home's energy efficiency and making repairs does not end with energy upgrades--our customers also receive education on how to maintain their energy efficient home and repairs. The housing staff teaches our customers that there are simple things that they can do to increase energy efficiency like tightening up the door hinges so that the door fits tight.

## Some empowerment highlights for Housing Services in FY 2014:

- More than 100 homes were weatherized last year.
- Customers saved on average about 30-35 percent on their energy bills.

# The Year Ahead

## Our Journey Continues

### Looking ahead...

Another busy year lies ahead for Mid Michigan Community Action as it responds to legislative and funding initiatives, needs of customers and communities, and continuance of empowering all to succeed... this can be accomplished through well thought out plans featuring new goals and agendas. First and foremost this publication introduces the agency's revised mission statement reflecting a more specific role that the agency plays today in human services:

*"Mid Michigan Community Action empowers individuals and families, strengthens communities and combats poverty by providing services, guidance, expertise and leadership. "*

### Additionally...

- FY 2015 will serve as the implementation phase of the agency's new Strategic Plan that was developed by a select group of staff, management and board members. The new plan has goals and strategies intended for the next three years; allowed for the development of the above mission statement; provided a review of the agency's beliefs, values and guiding principles; and most importantly identified the agency's strengths and opportunities, as well as its weaknesses and threats that could potentially affect a positive outcome as the plan is rolled out.
- FY 2015 will set the stage to the agency's completion of the newly required Organizational Standards. These 56 standards have been instituted by the federal government to ensure that the nationwide Community Action network has highly performing organizations that provide exemplary stewardship of federal funds.
- FY 2015 will provide the venue for the agency to phase in the new requirements under the federal Office of Management & Budget – Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (better known as Super Circular). Of its total annual budget, Mid Michigan Community Action receives over 85% federal funding.
- FY 2015 will also be the year to complete the agency's 3-year Community Needs Assessment identifying strengths in the service delivery as well as gaps in services throughout the agency's regional district. Multiple fact finding methods will be utilized to gather information from consumers, service providers, and community leaders to ensure that this information, coupled with the agency's strategic plan, will be used to support new or enhanced program development.
- FY 2015 will mark a long overdue legislative change in Michigan which authorized predictable funding levels for Weatherization on an annual basis. The statewide network has worked diligently with its state association and legislators in championing House Bill 4544 (now Public Act 523 of 2014) which will statutorily require Low Income Home Energy Assistance Program (LiHEAP) funding to be used for home energy efficiency measures. The Bill has received final approval from the House, Senate and Governor Snyder. Michigan had been one of only a few states in the nation that did not already have this statutory set aside.



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**OUTREACH SERVICES**

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989-894-9060

**Gladwin County**

1302 Chatterton  
Gladwin, 48624  
989-426-2801

**Midland County**

1521 Washington Street  
Midland, 48640  
989-832-7377

**Clare County**

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**Mecosta County**

14330 Northland Drive  
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231-660-0271

**Osceola County**

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Reed City, 49677  
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**EARLY CHILDHOOD SERVICES**

**Beaverton CAPS**

106 Tonkin Street  
Beaverton, 48612  
989-246-3276 or 989-246-3275

**Gladwin ECS**

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**Osceola EHS**

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**Clare Tuition Preschool - CDC**

306 Schoolcrest Ave.  
Clare, 48617  
989-386-1279

**Harrison CAPS**

579 N. Clare Ave.  
Harrison, 48625  
989-539-3342 or 989-539-0825

**RESD CAPS**

4041 E. Mannsiding Road  
Clare, 48617  
989-386-8652

**Clare ECS**

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Farwell, 48622  
989-386-3805

**Mecosta EHS**

410 N. 3rd Ave.  
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**Sanford EHS**

71 E. Saginaw  
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**Farwell CAPS**

268 Ohio Street  
Farwell, 48622  
989-588-9916

**Midland EHS**

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989-837-6659

**WIC**

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