

INNOVATE.



mid michigan
COMMUNITY
Action

"Helping People, Changing Lives."



ADAPT.

Executive Message



This past fiscal year has been filled with challenges, frustrations, and concern as we have endured the uncertainties and fragility of federal and state funding. It has tested our patience and stamina to ride through the storm of legislation and decision making that could support, cripple or end the services so dear to our hearts. There were moments when we truly didn't know if it would be time to close our doors or limit the services that support our vulnerable customers.

Although it has been difficult, and the future continues to be unclear, we have gained some valuable education. We have learned the ultimate level of teamwork as we made plans to streamline services and expenses. We have found ways to consolidate staff positions and activities to use the strengths of our employees at their greatest levels. We have created sustaining partnerships to enhance our service delivery. We have developed innovative plans to capture new opportunities and directions for the agency. We have learned to carry on in a time of change.

I am extremely proud of the staff and Board of Directors as we took on the challenge of survival and found ways to persevere under stress. We are beginning to see the calm after the storm and funding is slowly being renewed. Although we remain without funding increases, we continue to offer quality services to people in need. We grow stronger and more confident each day and will continue to strive for success in all that we do. Thank you for your on-going support of our agency as we celebrate our 45th year of "helping people, changing lives."

With warm regards,

Jill Sutton

Executive Director



Agency Accomplishments

Despite the numerous challenges faced during this fiscal year, Mid Michigan Community Action's committed team of staff, Board of Directors, volunteers and community partners achieved tremendous impact both in the communities we serve and across the state. Below are some of the highlights from FY 2011.

- A new statewide database was implemented within the agency to track services for all customers, increase collaboration across the Michigan Community Action network and make reporting more complete and efficient.
- Staff participated in statewide committees to strengthen programs and supplemental activities that will influence the success and awareness of Community Action throughout the State.
- Tens of thousands of dollars were saved through a reduction of consumable supplies and staff travel stretching grant dollars further.
- The agency implemented multiple goals within its Strategic Plan to ensure the future of this vital organization.
- The agency participated in numerous monitoring visits from State and Federal reviewers and was praised continuously on their systems, stewardship of funds, and quality programs.
- The agency's Executive Director was elected to serve on the Michigan Community Action Agency Association Board of Directors as the Lower Peninsula Rural Officer.
- The agency's senior high rise, known as ClareCastle, has remained full to capacity and continues to thrive as a viable independent living housing complex.



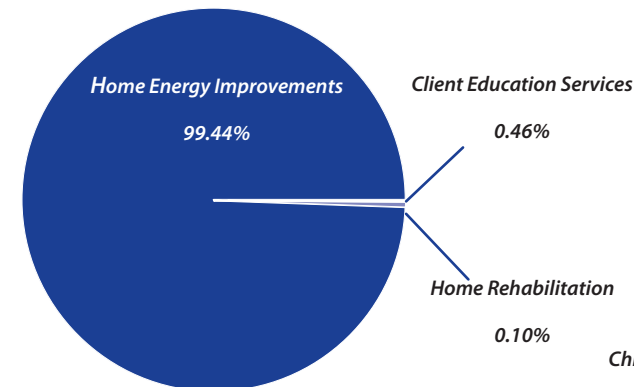
Fiscal Policy

Outreach Services	Households	Amount
Outreach & Migrant Services	2,068	\$783,462
Utility Assistance	3,149	\$1,616,338
Shelter/Homeless Assistance	193	\$526,475
Emergency Church Fund	24	\$3,040
Food Assistance--TEFAP	3,794	\$575,484
Food Assistance--CSFP	2,709	\$1,317,702
County Food Pantries	821	\$75,726
Bay City Dental Program	45	\$15,000
Housing Counseling/FSS/IDA	49	\$85,812
Subtotal	12,852	\$4,999,039
Housing Services		
Home Energy Improvements	666	\$5,039,917
Home Repair CDBG & HPG	2	\$5,121
Client Education Services	1,940	\$23,450
Subtotal	2,608	\$5,068,488
Early Childhood Services		
Women, Infants & Children Program	2,212	\$369,103
Early Head Start	174	\$1,675,071
Head Start	264	\$1,066,114
Preschool Services	164	\$457,331
Midland Baby Court	17	\$20,000
Child Care Food Program		\$72,546
Subtotal	2,831	\$3,660,165
TOTAL	18,291	\$13,727,692

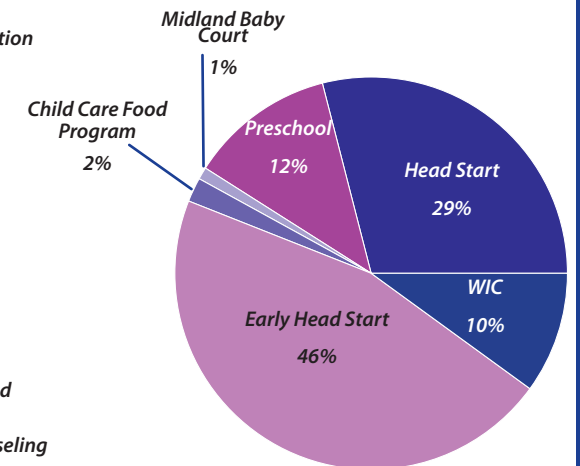
Fiscal Policy

Mid Michigan Community Action's programs are divided into three departments: Early Childhood Services, Outreach Services and Housing Services. The following is a breakdown of the dollars spent on each program. Overall, Housing Services constituted 36.9% of the agency's service budget, Outreach Services was 36.4% and Early Childhood Services was 26.7%.

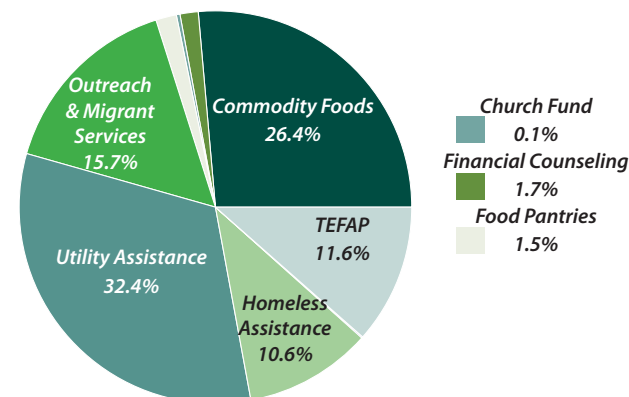
Housing Services



Early Childhood Services



Outreach Services



- Church Fund 0.1%
- Financial Counseling 1.7%
- Food Pantries 1.5%

Early Childhood Services

Year in Review

The goal of Mid Michigan Community Action's Early Childhood Services programs is to provide comprehensive services to pregnant women, children ages 0-5 and their families. Accomplishing this requires continuous communication and collaboration both internally as well as



with the agency's vast resource and referral network. For example, in an effort to ensure that children receive preschool service, Mid Michigan Community Action has partnered with the Great Start Quality Preschool Partnership (QPP) in Clare and Gladwin Counties. The QPP is a single point of entry for all parents seeking preschool or Head Start for their children.

In addition, Mid Michigan Community Action's Early Childhood Services achieved the following outcomes during Fiscal Year 2011:

- Early Childhood Services participated in over 25 community events in an effort to provide free, fun and family-oriented activities as well as provide access to agency programs
- In an effort to ensure preschool access for all four-year-olds the agency obtained a Great Start Readiness Program grant to open two new classrooms in Farwell
- The agency's Women, Infants and Children Clinic continued its breast-feeding support services leading to breast-feeding rates above state averages

Early Childhood Services

Adaptation

As times continue to be difficult for families--service needs for themselves and their children have changed. In an effort to more effectively serve families, the Early Childhood Services Team has worked diligently to innovate. For example, all child and family service programs are more fully integrated. Sharing management strategies, cross-training and increased collaboration will ensure that children and families receive seamless services from before birth to age five.

Early Childhood Services has also taken the following measures to enhance service delivery:

- WIC Clinic increased flexibility in scheduling to handle more walk-ins and to ease the transportation burden faced by many families
- Tuition-based preschool program, in partnership with Clare Public Schools continues to provide an affordable preschool option for families that do not qualify for free programs
- WIC Clinic provided enhanced support and education opportunities as well as early detection of inadequate growth through increased assessments
- Early Childhood Staff embraced new roles and approaches to delivering quality child and family programs



Early Childhood Services Director, Joleen Golden (front, lower) and ECS staff spend some time with State Representative Joel Johnson.

Outreach Services

Ingenuity

Outreach Services has felt the uncertainty of the times from two perspectives. Losses of critical funding has led to consolidated positions and the inability to provide some services despite increased demand. Despite changes both internally and externally, staff have responded to the call and have made sweeping changes while still providing high quality customer service and consideration that is a hallmark of Mid Michigan Community Action.

The following outline other changes the Outreach Services department has implemented during FY 2011:

- Addition of critical homeless programming to meet increasing demand
- Assumption of additional responsibilities within the homeless service network
- Housing Education Counselor received the “Counselor of the Year Award” from the Michigan State Housing Development Authority for her dedication and excellence in helping families reach self-sufficiency
- Strengthened focus on case management strategy to help provide hand-ups instead of hand-outs
- Continual development and enhancement of partnerships throughout the human service network



Food Warehouse staff accept \$3,500 in food and personal needs items from a Clare High School class project.

Housing Services

Innovation

Mid Michigan Community Action’s Housing Services Department provides Weatherization, Home Rehab and Client Education. As one of the few programs still operating under American Recovery and Reinvestment Act (ARRA) stimulus funds, Weatherization has continued to strive to be on the cutting edge of efficiency in order to serve as many households as possible and meet state and federal production goals. As stimulus funding for Weatherization is scheduled to end in March 2012, the department is beginning to explore ways to maintain services despite uncertain funding levels.



The Housing Services Department achieved the following in FY 2011:

- Implementation of multi-unit Weatherization--keeping hundreds of housing units affordable and energy efficient
- Enhanced client education program to assist families in making their own energy saving measures as well as providing energy vouchers and home energy-savings kits
- Increased collaboration, including the distribution of energy-savings kits through the agency’s Early Head Start and Outreach programs
- Acceptance of additional Home Rehabilitation programming

Mid Michigan Community Action’s Weatherization Energy Auditors complete a full pre-inspection on each home to determine which energy saving measures are applicable.

2011 Board of Directors

BAY COUNTY

Bill Reder, Chairperson

Vaughn Begick

Carol Goulet

CLARE COUNTY

Lynn Grim

Norm Gage

Jackie Russeau

GLADWIN COUNTY

Don Kehoe, Vice-Chairperson

Kathy Wilton

Doug Horstead

MECOSTA COUNTY

Helen Chappell, Secretary

Matthew Klein, Treasurer

Jerry Williams

MIDLAND COUNTY

William Hargreaves

Rich Keenan

Sharron Such

OSCEOLA COUNTY

Larry Morlock

Alan Tiedt

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 an 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 the communities. In addition to the current board members listed above, Sheila Gavit also served on the Board in FY 2011. The Board has been crucial to the agency's efforts to meet the challenges of an ever-changing environment.

45 Years of Evolution

Longevity

Mid Michigan Community Action began in 1966, an operation literally based in someone's garage. While the look, locations, and even the organization's name has evolved over time, the goal has been constant--to help individuals and families in need find the path to self-sufficiency.

Over the past 45 years the agency has grown from a small operation providing a handful of programs to one of the largest non-profit human service agency's in Mid-Michigan. As the needs of the communities have changed the agency has worked to expand program offerings, increase collaboration and advocacy in order to more effectively help individuals and families.

Dedicated and innovative staff, continuous collaboration with partner agencies, and unwavering support from the community has allowed Mid Michigan Community Action to maintain a lasting presence. The agency remains committed to continuous improvement and response to the needs of the communities served.





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