

ANNUAL REPORT

2021

West Central Missouri Community Action Agency

Assisting and Advancing Rural Families





“A good half of the art of living is resilience.”

~ Alain de Botton

A Region Where People and Communities Thrive

West Central Missouri Community Action Agency was established 56 years ago to help families and communities overcome barriers and relieve poverty. This year, more than ever, we have worked to create opportunities and transform the lives of our neighbors, making communities stronger, and helping families thrive.

Through emergency utility assistance, housing, home weatherization, food pantries, providing job skills for better employment, transportation, and support for new businesses, West Central has served clients with life-saving services and helped them achieve financial stability that allows families to “thrive, not just survive” in the midst of the far-reaching effects of the ongoing global pandemic.

During this disruptive and difficult year, families demonstrated resilience, perseverance and courage. You will see some of their stories of transformation and triumph here, as well as on our website at <http://www.wcmca.org/>



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Agency Mission and Vision

West Central Missouri Community Action Agency
works to **Assist and Advance** Families and Rural
Communities throughout west central Missouri



OUR MISSION

West Central helps people and communities reach their fullest potential by cultivating and coordinating resources, building partnerships, and advocating for change.

OUR VISION

West Central envisions a region where people and communities are thriving.

OUR VALUES

Equity, Education, Encouragement, Empowerment, Excellence

THE PROMISE OF COMMUNITY ACTION

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

Administrative Officers



Christopher L. Thompson
President & CEO



Mary Lou Schussler
Vice-President &
Chief Operating
Officer



Aaron Franklin
Chief Financial
Officer



Julie Engeman
Chief Administrative
Officer

Chief Unit Officers



Jamie Oberly
Chief Community
Services Officer



Amy Anderson
Chief Housing
Assistance
Program Officer



**Chris Richardson-
McQueen**
Chief Housing
Enrichment Officer



Lisa Jones
Chief Economic
Inclusion Officer



Patty Cantrell
Chief Community
Development Officer,
New Growth

OUR HISTORY

West Central Missouri Community Action Agency is a private, nonprofit organization that offers multiple services to low-income individuals that help lift them out of poverty by assisting with job training, credit building, housing, home repair, heat and energy, nutrition, and resource connections. Communities and entrepreneurs are strengthened and advanced through a revolving loan fund, business development, and networking.

The nationwide Community Action Network was created with the passage of the Economic Opportunity Act of 1964 as a part of President Lyndon B. Johnson's "War on Poverty" initiative. The act established a federal Office of Economic Opportunity, and created organizations called Community Action Agencies that would develop strategies to solve issues of poverty with an emphasis on local input.

Our CAA was established in July 1965, and has continued to grow and evolve as we strive to meet community needs and assist families throughout the service area, which includes Bates, Benton, Cass, Cedar, Henry, Hickory, Morgan, St. Clair, and Vernon Counties.

It is impossible to count the number of lives that have been touched by Community Action. Through our network of employers, donors, and volunteers, we meet challenges and help reduce poverty, increase self-sufficiency, and improve the community by providing resources for people to create better lives and achieve their full potential.

Chris Thompson, President & CEO

“The only things you can control in life are effort and attitude.”



A good friend of mine is fighting for his life. He is battling cancer and the mixture of emotions I feel for my friend – anger, sadness, worry – are beyond description, and I know the feelings he feels on any given day are exponentially more intense and numerous. His goal recently moved from beating cancer to buying enough time to watch his son graduate from high school. He accomplished the second goal. I’m pulling for the first goal to be achieved as well.

Rob is one of the most positive individuals I’ve ever met. He has coached hundreds of young people in basketball (including my son) and baseball, and what you first notice about Rob when you see him coach is his intense positivity and his immense energy, attributes I know that allow him to keep fighting the fight, literally, of his life.

Rob has always been good with motivational quotes, and I’ve written one on my white board at work – **“There are only two things you can control in life -- effort and attitude.”** When he’d see the anxiety on his players’ faces during games or their frustration after a tough loss he’d remind them of that truth. He often pushes people to achieve beyond what they consider the limits of their own potential by focusing on the physical *and* mental energy and attention needed to achieve success. Another favorite “Rob-saying” of mine is, **“Far too many people tune in to WII-FM (What’s In It – For Me).”**

I know from Rob’s two quotes that resilience in life is about maintaining a certain positive frame of mind, a devotion to action (and to the inputs necessary to affect an outcome), and an abiding care for someone other than ourselves – teammates, family members, friends and neighbors.

Here at West Central, every day I see our employees, through these tremendously difficult times of COVID, economic challenges, political turmoil and societal divisiveness, modeling the very effort and attitude Rob speaks about, and I see it in the faces and hear it in the voices of those we serve who strive to overcome seemingly insurmountable odds to provide for their families and to achieve self- sufficiency.

I also know that our staff, our Board, our volunteers, and our community partners, thankfully, do not tune in to WII-FM. The commitment, kindness, passion, and care they exhibit in serving the neediest in the region are readily apparent and beyond measure.

I hope you take a moment to read about the tremendous efforts of our staff and volunteers, born of a certain attitude of hope and possibility, that results in the positive outcomes reflected in these pages. And, I hope you will find a way to join us and to support the efforts of our staff, Board, volunteers and community partners in making positive change in our communities.

Chris

Fred Bunch, Board Chair



I was barely a teenager when West Central came into existence----and here we are now, 56 years later, and West Central is a shining example of success, resilience, and adaptability.

Success can be defined in a number of ways. Sometimes it is just luck, and being at the right place at the right time! My experience and perception are that this is a rarity. Most times success is achieved through resilience and adaptability.

I have seen resilience defined as the process of adapting well in the face of adversity, trauma, tragedy, threats, or significant sources of stress. Resilience is made up of five pillars: self-awareness, mindfulness, self-care, positive relationships, and purpose!

What about adaptability? I like the way Robert J. Gates defines it. Adaptability is, **“The ability to adjust your emotions, thoughts, and behaviors to changing situations and conditions.”** And while we are at it, let’s consider the word adept. Merriam-Webster defines adept as, **“Thoroughly proficient: Expert.”**

Many years ago, in my youth, I read a piece explaining why human beings evolved over time, thrive, and continue to thrive, in contrast to other species of life on this earth. The reason-----human beings have an ability to adapt! Whether it be natural disasters, world pandemics, political upheavals, climate change---you name it! We human beings have the ability and resilience to adapt.

West Central was born and came into existence to help fight the War on Poverty. Unfortunately, that war has not been won, but there have been many victories. West Central’s efforts in the fight through the use of resilience and adaptability have made us adept at what we do. Even though poverty has not been defeated and eradicated, the eyes of that threatening enemy get closer in sight because we are the aggressor---and we will ultimately prevail because West Central is adept at what it does.

West Central is a family of community, with great diversity academically, economically, educationally, career choices, politically, and racially. But we are a family that is resilient and adaptable in our efforts to be there for the community family. This all works and gets done because of the dedicated staff from bottom to top, and the outstanding leadership of our CEO, Chris Thompson, and his leadership team.

All that being said, I am so proud to serve on the Board with the all the committed and dedicated Board members. And another pillar to the success of West Central are all of our Partners. Our relationships and number of Partners continues to grow and thrive making our community family stronger and healthier than ever.

Fred

Board of Directors

Officers of the Board of Directors



Fred R. Bunch,
Board Chairman



Don Boultinghouse,
Board Vice-Chair



Martha J. Sander,
Board Treasurer



Leroy Strope,
Board Secretary

Executive Committee

Members:

Fred Bunch, Don Boultinghouse,
Martha Sander, Leroy Strope, Alvin
Griffin, Sonny Rogers
Art Neuenschwander

Our Board Members

The West Central Missouri Community Action Agency Board of Directors is comprised of 18 members, representing the nine counties served by the agency.

One-third of the board members are public officials, consisting of the chief elected officials of their representatives. One-third of the board members are low-income representatives. The remaining one-third of the board members are officials or members of business, industry, labor, religious groups, private education, significant minority groups, and other private groups and interests in the community.

We deeply appreciate each member of this diverse, committed group, as they bring unique perspective and vision that guides our organization.

Bates County



Brenda Darr



Alvin Griffin



Thomas Gage



Amie Breshears



Larry Berry

Benton County

Cass County



Sonny Rogers



Holly Stark



Monty Kisner



Larry Pursley



Don Boultinghouse

Cedar County

Henry County



Fred Bunch



Dale Lawler



Shirley Parker



Teresea Hood

Hickory County

Morgan County

St. Clair County



Leroy Strope



Art Neuenschwander

Vernon County



Martha Sander



Cindy Thompson

Properties & Office Locations

BENTON COUNTY

***Oaktree Villa** (Senior Housing Only)
919 Walnut Drive #C-2
Warsaw, Missouri 65355
(660) 438-5007
Fax: (660) 438-2116

CASS COUNTY

***Greenleaf Estates** (Senior Housing Only)
16805 Spring Valley Road
Belton, Missouri 64012
(816) 331-4620
Fax: (816) 322-2710

***Hawthorn Estates** (Senior Housing Only)
1900 Jenkins Drive
Harrisonville, Missouri 64701
(816) 380-6833
Fax: (816) 380-3459

***Walnut Estates** (Senior Housing Only)
412 West Walnut
Raymore, Missouri 64083
(816) 331-2959
Fax: (816) 318-4140

**Cass County Hub

208 West Walnut
Raymore, Missouri 64083

CEDAR COUNTY

***Maplewood Estates** (Senior Housing Only)
1119 South Maplewood Place
Stockton, Missouri 65785
(417) 276-3330
Fax: (417) 276-3338

***Cedar Ridge** (Disabled Housing)
1201 East Patricia
El Dorado Springs, Missouri 64744
(417) 876-6114
Fax (417) 876-0065

**West Central Liston Center Hub

*****New Growth Women's Business Center**
508 North Main
El Dorado Springs Missouri 64744

HENRY COUNTY

***Antioch Hills**
****Henry County Hub**
1819 North Gaines Drive
Clinton, Missouri 64735
(660) 885-8200
Fax: (660) 885-3089

HICKORY COUNTY

***Hickory Estates** (Senior Housing Only)
701 West Highway 54
Hermitage, Missouri 65668
(417) 745-0131
Fax: (417) 745-0132

JACKSON COUNTY

***Prairie Estates** (Senior Housing Only)
1515 Jones Avenue
Grandview, Missouri 64030
(816) 767-1445
Fax: (816) 761-0046

***Willow Estates** (Senior Housing Only)
4800 South Hocker
Kansas City, Missouri 64136
(816) 350-3134
Fax: (816) 350-3119

MORGAN COUNTY

****Morgan County Hub**
303 West Newton
Versailles, Missouri 65084

ST. CLAIR COUNTY

***Appleton Estates** (Senior Housing Only)
300 South Beech
Appleton City, Missouri 64724
(660) 476-2185 ext. 1306
Fax: (660) 476-5529

**Central Office

112 West 4th Street
Appleton City, Missouri 64724

***New Growth Office,

Osceola
550 2nd Street
Osceola, Missouri 64776

VERNON COUNTY

****Vernon County Hub**
123 South Main
Nevada, Missouri 64772

*Housing Property
**Office Hub
***New Growth Office

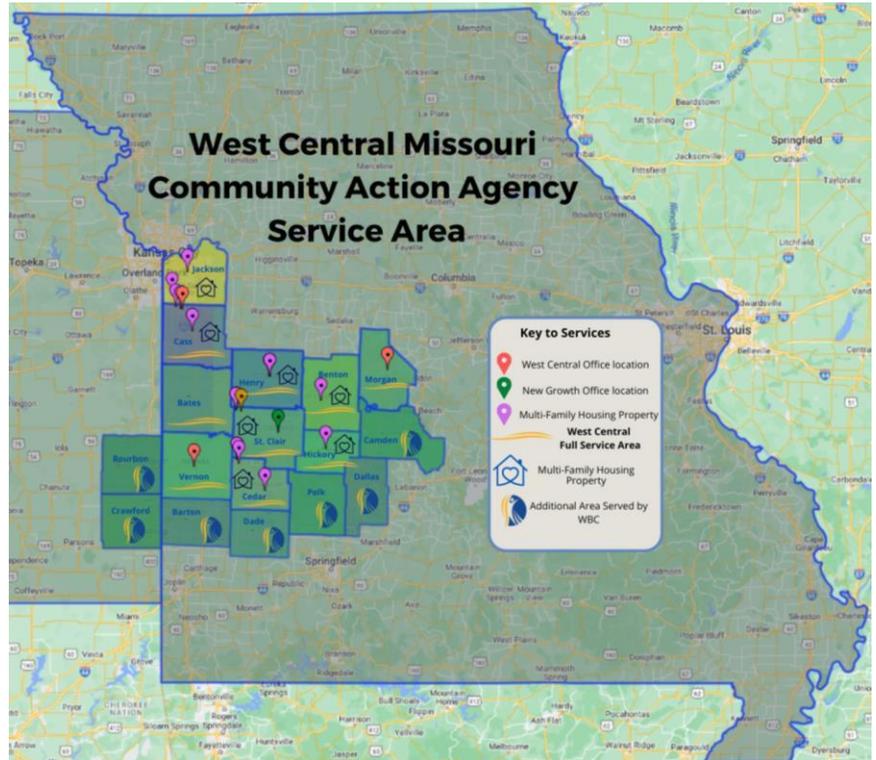
West Central Region Footprint

The West Central Missouri Community Action Agency (“West Central”) region encompasses nine counties in west central Missouri: Bates, Benton, Cass, Cedar, Henry, Hickory, Morgan, St. Clair and Vernon. One of 19 Community Action Agencies in the state, and over 1,100 CAA’s in the nation, West Central has a strong presence, providing direct services of energy assistance; job skills, training and education; housing assistance; homelessness prevention; weatherization; food and nutrition programs; and a wide variety of educational and assistive community service programs. Multi-family housing residences for families, senior citizens, and the disabled are located in seven counties, including neighboring Jackson County Missouri. Services are coordinated at the Agency headquarters, Central Office in Appleton City (St. Clair County) and five additional hubs in the region.

These offices are in Clinton (Henry County), El Dorado Springs (Cedar County), Nevada (Vernon County), Raymore (Cass County), and Versailles (Morgan County).

New Growth Community Development Corporation, a subsidiary of West Central, serves the

same nine-county area. The New Growth Women’s Business Center, one of only five rural Women’s Business Centers in the country, provides entrepreneurial and business support to a total of 15 counties, including counties in the West Central region except Cass, and the additional counties of Barton, Camden, Dade, Dallas, Polk in Missouri, plus Bourbon and Crawford Counties in Kansas.



Meeting Challenges, Finding Opportunities throughout the Region

The on-going pandemic created new challenges and dramatic change throughout the region. Families already in economic distress have needed resources more than ever. Although office locations were closed to walk-in traffic, individuals were assisted by appointment, phone, webinars, and Zoom meetings. Additional food resources, county resource guides, transportation, immunization clinics, community support activities and outreach strategies, such as a Mobile Action Center, were implemented. Staff became accustomed to working from a remote location with limited hours in an office. Through determination, adaptability, creativity, and resilience, clients, staff, and programs have emerged stronger and ready to serve.

Fiscal Year 2021

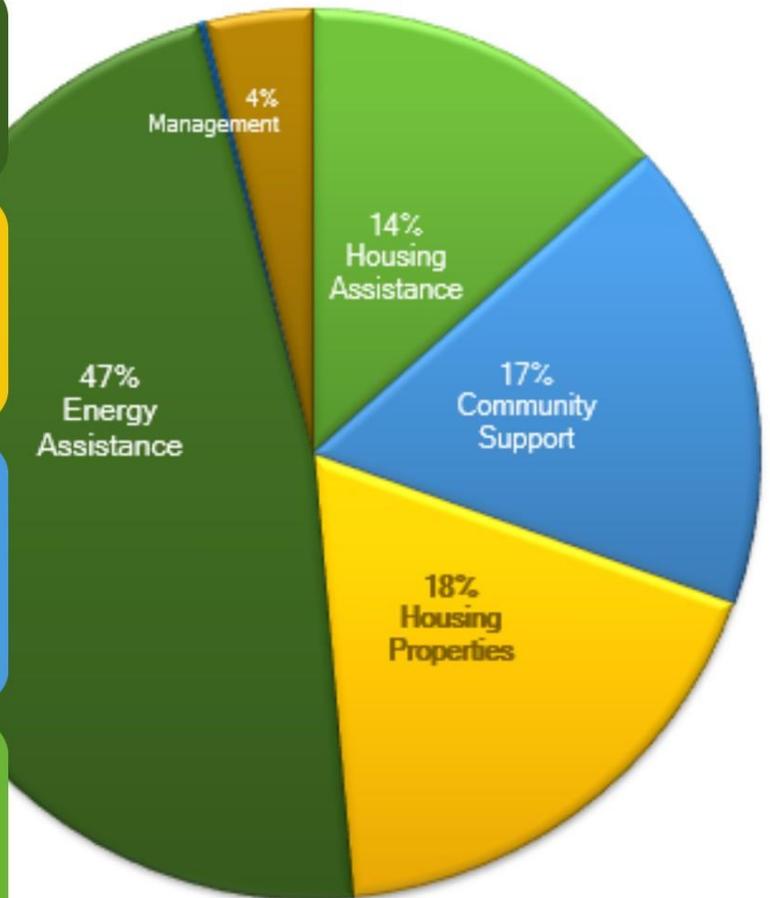
Total Expenditures FY 2021

 **Low Income Energy Assistance Program:**
 4,380 Applications
 2,145 Avoided Shut-off
Total Emergency Crisis Intervention Program: \$1,016,366
Total Energy Assistance: \$1,027,420

 **Housing Properties:**
 363 Residents
 360 Immunizations
 Participants in Wellness Classes = 9,352
 Meals served = 4,398
 47 Houses Weatherized
Total Benefits Paid: \$2,803,504

 **Community Support:**
 Number enrolled in CS programs = 7,339
 Food boxes distributed = 462
 Food pantry donations = 36,016 lbs.
 Workshop/program participants = 432
 Maintaining independent living
 Senior citizens = 563
 Disabled persons = 874
Total Benefits Paid: \$2,639,527

 **Housing Assistance:**
 Housing Choice Voucher = \$5,754,118
 Mortgage Assistance = \$19,104
 Family Self Sufficiency = \$145,706
 Homelessness Prevention & Rapid Re-housing = \$37,931
Total Benefits Paid: \$7,299,586

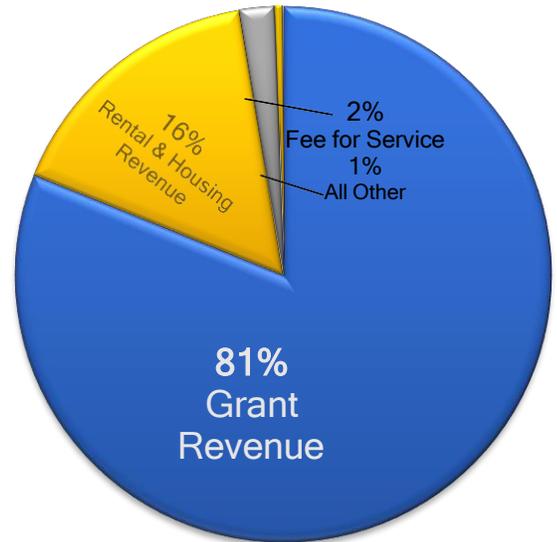


10,549 individuals assisted

Annual Report Revenue Summary

Total Revenue FY 2021

FY 2021 Revenue Sources	
Grant Revenue	\$ 12,425,025
Rental & Housing Revenue	\$ 2,497,799
Fee for Service	\$ 315,333
Contributions	\$ 62,762
Investment Income	\$ 23,275
Total Revenue	\$ 15,324,194



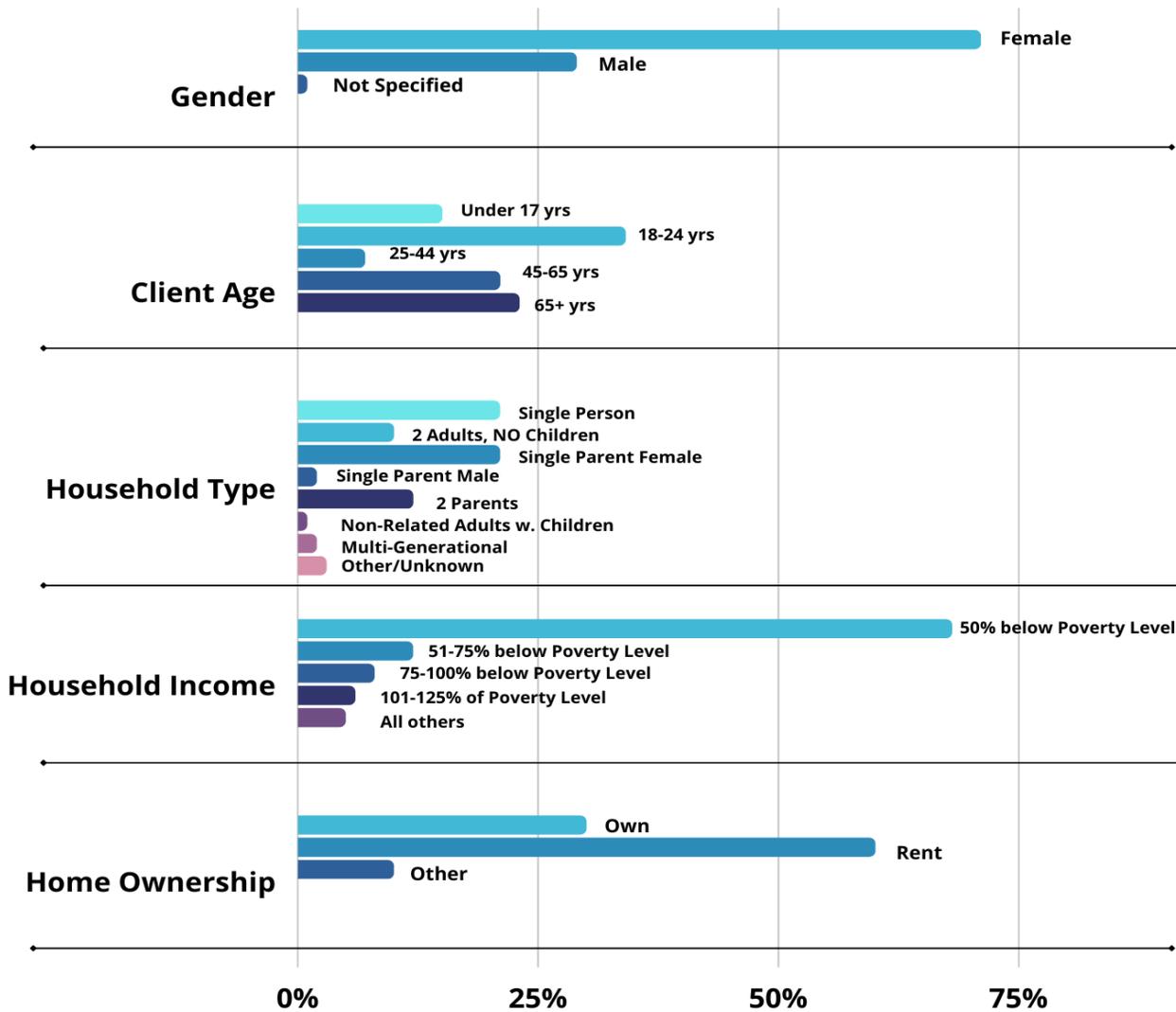
West Central received funding to operate 55 different services or programs in FY 21. In addition to federal funding, some federal funding passes through state entities. Additional funding is received from the state, as well as from corporations and private foundations.

Grant Revenue FY 2021

Department of Health and Human Services	\$ 2,927,763
Department of Housing and Urban Development	\$ 7,446,584
Department of Energy	\$ 541,517
Department of Agriculture	\$ 367,342
Department of Labor	\$ 73,341
Department of Homeland Security	\$ 30,669
Small Business Administration	\$ 194,827
Neighborhood Assistance Program	\$ 4,000
United Way	\$ 17,445
Other Grant Revenue	\$ 821,437
Total Grant Revenue	\$ 12,425,025

Community Services

Client Demographics



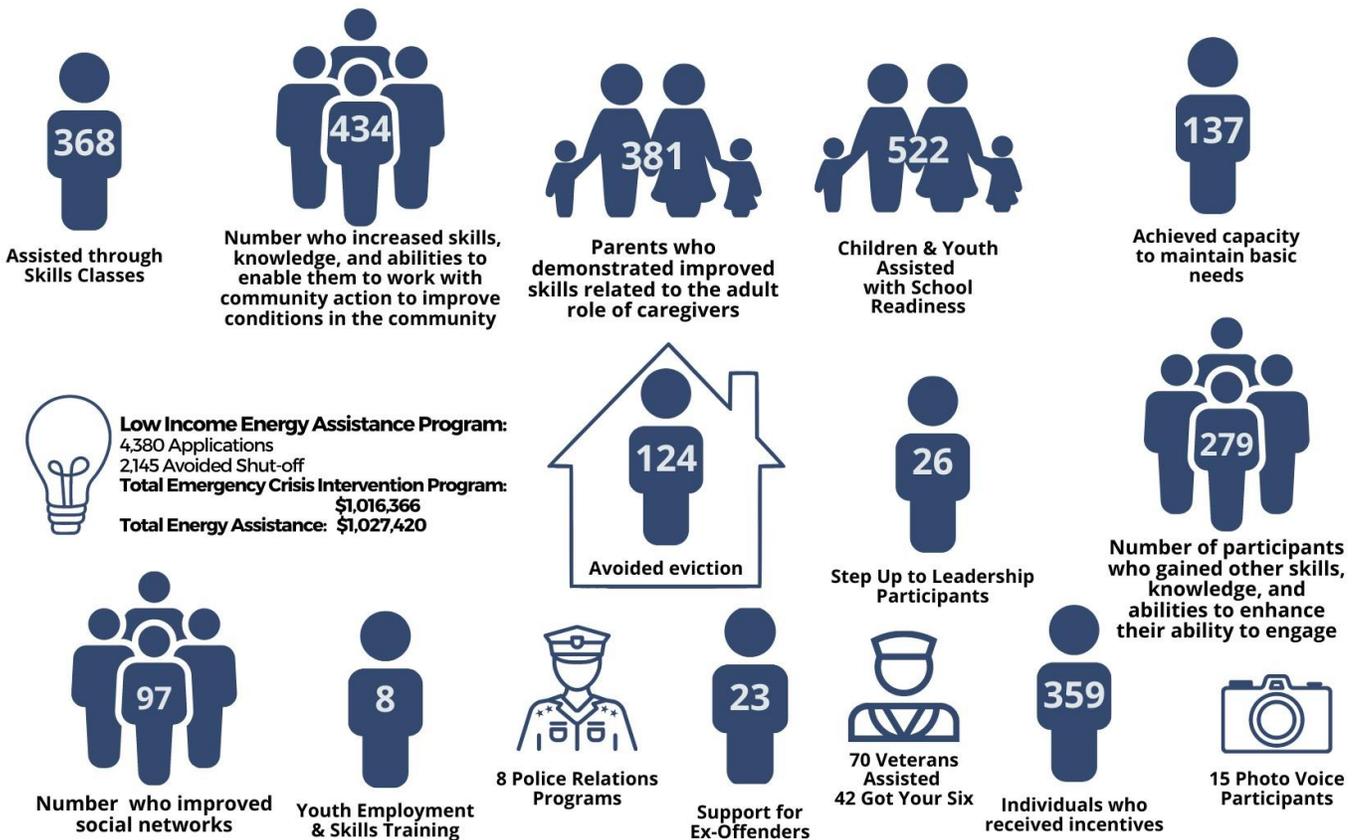
Community Service Work in Action



Community and Family Programs

West Central FACES the Challenge

West Central's FACES team, consisting of Family Assistance Coordinators and Community Initiatives Coordinators who each serve 2-4 counties, implemented a wide range of programs throughout the year. Although many programs with individuals and groups in the community occurred online, the following work continued to provide vital support to families and communities throughout the region.



Economic Inclusion

Economic Inclusion works with individuals to overcome financial barriers, provide education, and to develop skills and other assets. Programs include Household Budgeting and Employment and Training assistance to build job skills, connect with employers, and tap education and training resources. This includes the SkillUp Program for SNAP beneficiaries and WIOA (Workforce Innovation Opportunity Act) support for adult and dislocated workers. Economic Inclusion also works to help west central Missourians with financial planning and budgeting, improving credit scores, and help building self-employment and small businesses, regardless of income.

More Community Service Work in Action



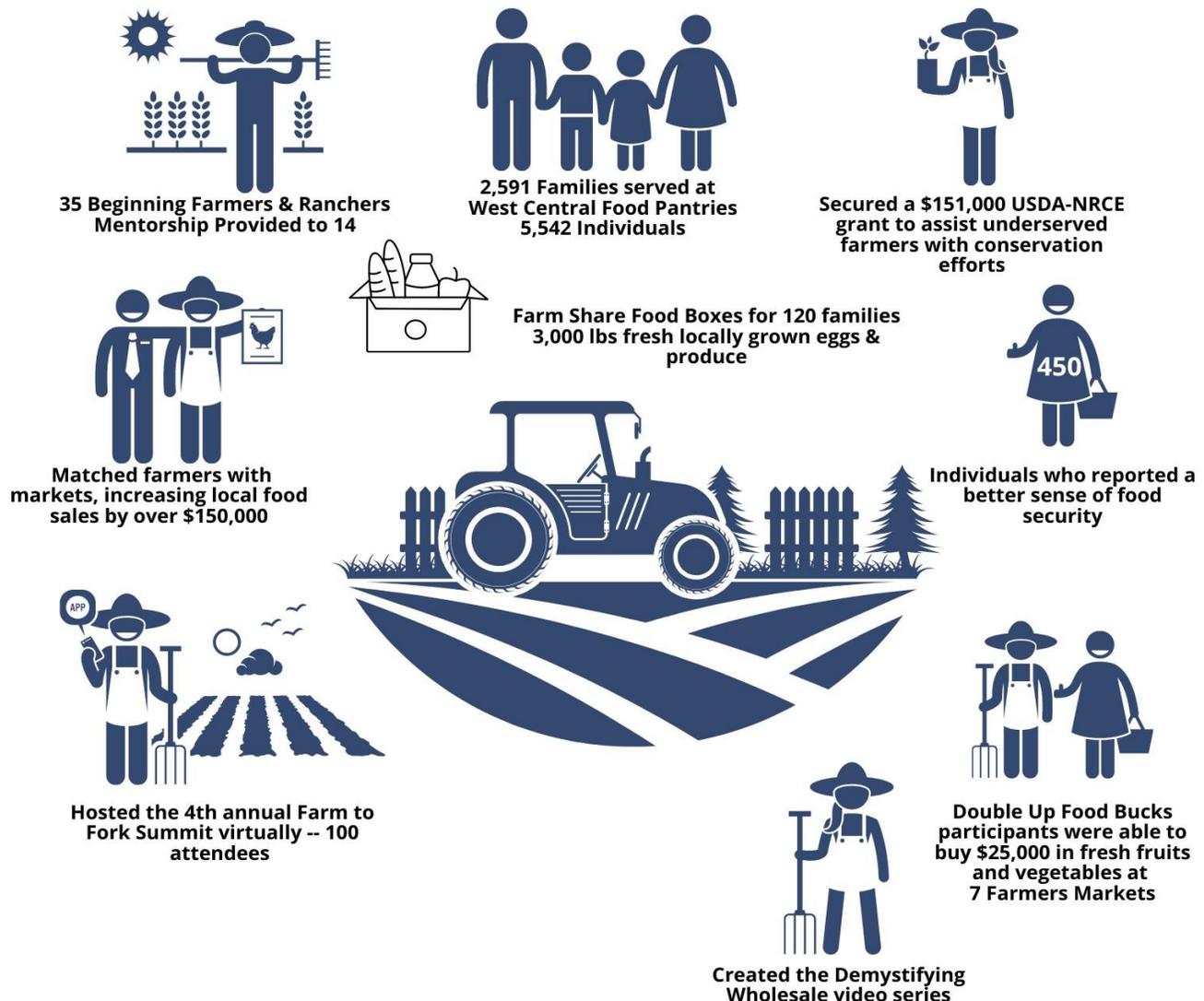
Planning Community Service outreach projects meant LOTS of Zoom calls! Projects shown include: Senior Pen Pals program; Step Up to Leadership classes; programs featuring police, firemen, ambulance workers, and conservation agents; gardening with senior citizens; food distribution.



Food Systems Supports Families and Small Business

West Central's robust Food Systems program encompasses a variety of approaches to support individuals and families suffering from food insecurity, build entrepreneurial farmer capacity to grow and sell their products in the wholesale market, and educate farmers, consumers, and businesses about the healthfulness and need for local food availability.

COVID 19 disrupted the food system, causing chaos and uncertainty up and down the food supply. As consumers rushed to find food from their local farms, the farmers scrambled to figure out how to get food safely to customers and meet this new surge in the demand for local food. The Food Systems program helped farmers and eaters connect through education and technical assistance. We helped farmers take their sales online and supported the Kansas City Food Hub transition from a mostly wholesale operation to a mostly retail operation, which helped keep this sales outlet open for the 22 farmers that sell through the Food Hub. In addition, we helped our Raymore food pantry get access to an additional \$30,000 in local food (produce and protein) to pantry clients.



Food Systems Producing Results



Innovative New Programs

The MAC – Bringing Our Office to You

The Mobile Action Center, affectionately known as “the MAC”, rolled onto the scene near the end of the 2021 program year. Funded by CARES (the Coronavirus Aid, Relief, and Economic Security Act of 2020), the MAC offers exciting opportunities to interact with remote communities throughout the region. The MAC features an indoor classroom with computer work stations, and can be set up as an outdoor classroom with an awning, table, and audio-visual capabilities.

At least two program staff accompany the MAC to all events, where education, assistance with program applications, and linkages to local, county, and regional resources are provided.



Senior Care Pen Pal Program

The Pen Pal program was started as a fun and safe way for senior citizens to socialize with new people, and to help alleviate social isolation during the COVID-19 pandemic. Senior citizens and friends of the program were paired together, and with funding provided by the Truman Lakes Community Foundation, kits containing cards, stationary, pens, envelopes, and stamps were given to the participants. Twenty-seven senior citizens participated this year.



“I really enjoyed it. With Covid isolating everyone, it has been a nice way to keep up with other people.”

Festival of Charity

The first annual Festival of Charity collected donations for the Hickory County Cares and St. Clair County Food Banc. Because of an increase in Covid numbers, the event was virtual. Raffle tickets were sold to raise funding the two sister organizations listed above. Additional contributions were collected and \$500 was presented to each of the two organizations in September.



Senior Care Program

Senior Care is a case management and referral program created in response to needs that were intensified by Covid-19. Senior citizens, who felt an increased sense of isolation and loneliness, also experienced more limited resources for basic needs. Workers and caregivers became displaced as their jobs became limited to providing “essential” services only.

**243 Senior
Care
Participants**



Experienced caregivers with a passion for caring for the elderly and disabled connected with senior citizens previously enrolled in West Central’s in-home program and/or living at Senior and Multi-Family housing properties. Staff assisted program participants by assessing their needs, and connecting them with available resources without duplication of services. Clients are assisted with internal referrals for food pantries, LIHEAP, weatherization, home repairs, dental work, car repair, and home medical equipment. Networks and partnerships with area organizations have been strengthened as communities pulled together to meet needs, including transportation, food stamps, home delivered meals, medical phone alerts, home care services and supplies, and social recreational activities.

Agency-wide Outcomes for Seniors



568 Senior Citizens maintained an independent living situation



874 disabled individuals maintained an independent living situation

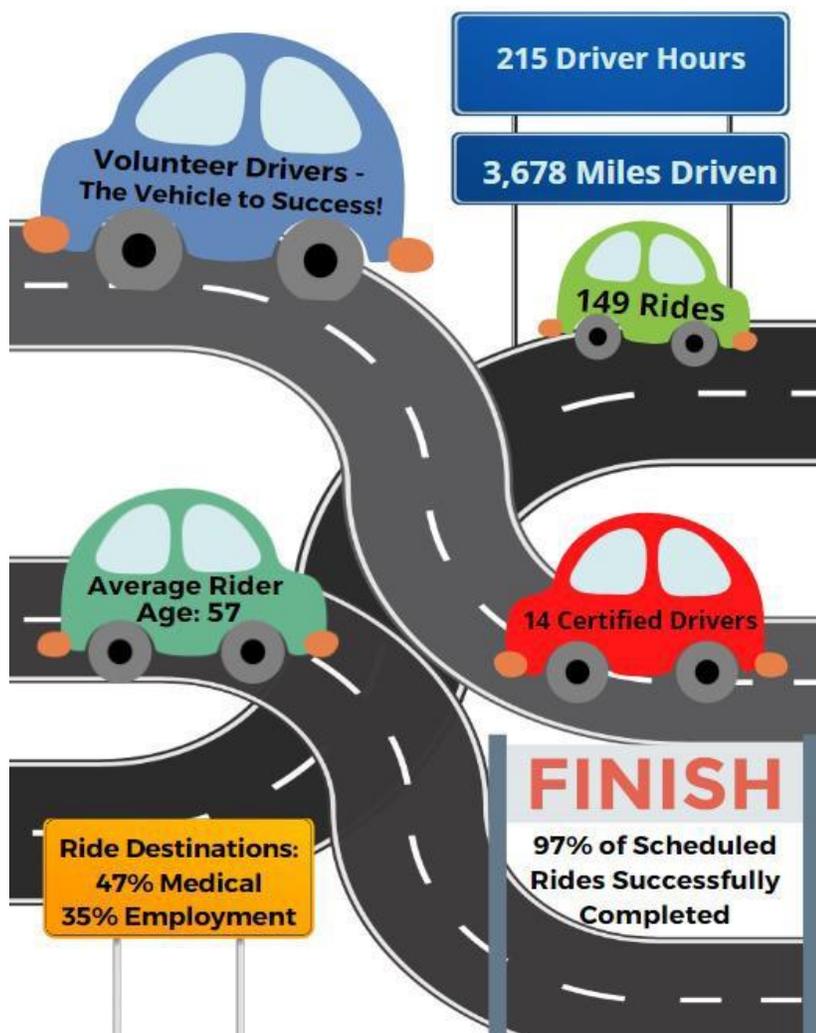
Cyber Seniors Goes Virtual

West Central has offered Cyber Seniors classes for many years, but never before have the classes been offered online! For this new challenge, a small group of three participants and three student mentors piloted the program. Senior participants were residents of a long-term care facility; student mentors were from the local high school. Activity directors were on-site for the initial class set-up, and were on standby for technical issues during each class.



Participants gained the technical knowledge to connect with distanced family members and friends, and learned about on-line education and entertainment, including instructional YouTube videos, taking virtual tours of national parks, free online chair exercise classes. Student mentors were college-bound high school seniors. They received a laptop as a stipend for participating in the 8-week project, and were excited for this great college preparation tool!

Rides to Health and Wealth



“Transportation, even in a little community like this, means **survival.**” ~
“John”, driver

“When people live in rural communities, they live far away from the places they need to go. That means they can’t get to work, they are stuck.” ~ Sheridan, Kaysinger Basin Regional Planning Commission

“For people who don’t have a way to get places, (transportation) is a **dignity issue.**” ~ Carol, Community Worker

“My husband passed away last year, of Covid. He had always taken me everywhere... I saw this flyer about transportation in Benton County and was thrilled! **Now I’m not afraid** to go to the doctor or how I can make it to the next appointment.” ~ “Sandra”, rider

“Most of my riders are just not capable of driving – they have a handicap or they are older, enough that they have infirmities or problems that keep them from driving. **These are people who couldn’t get where they’re going if it weren’t for this program.**”
~ “Sam”, driver

“Having rides allowed us to take care of everything. It allowed my son to branch out and develop life skills he’s never had. **It gave him confidence, and a little more self-esteem.** It helped fill a void in his life.” ~ “Kathy”, foster mom of a teen with disabilities

“This is so important. **I didn’t know what I was going to do** when my husband died. And I’m not alone – I know several people in the same situation.” ~ “Helen”, rider

“You’re not gonna be able to walk everywhere, and **you’ve got places you need to go!**” ~ “Emma”, rider

Rides to Health and Wealth

Rides to Health and Wealth

Rural Mobility Coordination a Driving Force for Transportation Network

After more than two years of planning, study, grant applications, and partnership meetings, the Rides to Health and Wealth Rural Transportation Network was formally launched in March 2021, providing rides in every county through the remainder of FY 21. CARES Funding through CSBG provided start-up money to kick off efforts.

The Rides to Health and Wealth model **works by coordinating rides for individuals with existing transportation, and filling gaps with a volunteer network of drivers.** In only five months, 14 volunteer drivers were recruited and trained, providing rides in every county. Six of these drivers alone contributed 215 volunteer in-kind hours through driving services.

The program has been additionally **fueled through funding** from a private foundation, which contributed \$555 for a two-year term, local partnerships with medical providers, and other donations. Funding from the Patterson Family Foundation allows the creation of two full-time positions to support Regional Mobility Coordination, and services through TransLoc, which will assess rural transportation networks and availability, develop a scheduling platform, and a scale to growth plan that will address the gaps in rural transportation.

Here's What Our Riders Say...

"I want to thank you all for your help in getting to my appointment today. The driver was so kind and waited for me and brought me home. I don't know what I would have done without this service. Thank you again!" ~ Teresa, Retired Cass County Resident

"It is very difficult to get transportation. I could not have made it for the Covid shot and blood test to the VA Clinic in Nevada if West Central had not coordinated the ride. I normally rely on some friends for transportation. I have no family in Missouri." ~Thomas, age 77, resident of St. Clair County

"The riders are very appreciative, and I enjoy being able to help people without hurting myself financially."

~Jon, a driver, is a retired person



Housing Assistance

Safe and Decent Housing for All

The Housing Assistance Unit administers programs and services to help families secure and maintain affordable housing. The **Housing Choice Voucher** program provides rental assistance to help low-income families, the elderly, and the disabled afford decent, safe, and sanitary housing in the private market.



The **Family Self-Sufficiency Program** helps families on the Housing Choice Voucher Program increase their earnings and build financial capability and assets.

The **Home Ownership Voucher Program** allows Families that are assisted under the HCV program to use their voucher to buy a home and receive monthly assistance in meeting homeownership expenses.



The **Rapid Re-Housing Program** rapidly connects families and individuals experiencing temporary homelessness to permanent housing through assistance that may include the use of time-limited financial assistance and targeted supportive services.

Homelessness Prevention Services provide short-term financial assistance for rent, security deposits, or utility payments.



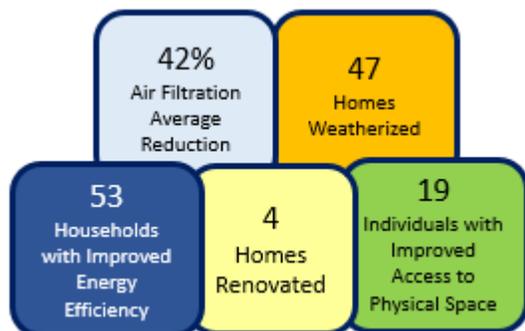
Resilient People Doing Their Part



Housing Enrichment

Building People Up

The Housing Enrichment Unit helps renters and homeowners ensure their home is healthy and safe for their family by offering Home Energy Audits, the Weatherization Assistance Program, and the Home Repair program as a free service to qualified individuals. Assessments and repairs



are

conducted by an experienced team of construction specialists who treat each home as though it were their own.

Home Energy Opportunity Knocks

The Housing Enrichment team worked with Mr. Bill to make his home more energy efficient and safe. He originally applied for the Weatherization Assistance Program (WAP) in 2016, but due to his landlord not wanting to participate in the program, he could not receive services. Staff worked with him over the subsequent five years of his original application to get him approved. Mr. Bill purchased his home during that time period and experienced the loss of his

wife. After the purchase of his home

Mr. Bill was able to apply for the Home Repair Opportunity (HeRO) program. Mr. Bill received almost

\$24,000 worth of repairs and upgrades through WAP And HeRO

which included air sealing, insulation, carbon monoxide and smoke detectors, ventilation fan, new roof, replacement windows, soffit repairs and replacement, and the installation of a pellet

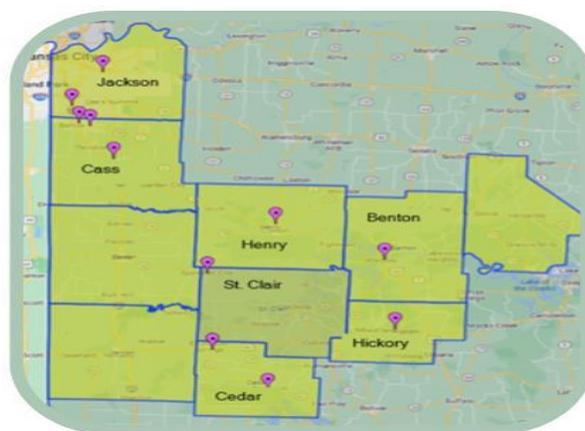
stove. Prior to these repairs and upgrades being completed on his home, Mr. Bill reported that his

house was 43 degrees last February. When we spoke to him this winter he reported that he was

warm and very happy.



Housing Enrichment also manages nine service-enriched Senior Housing Communities in Benton, Cass, Cedar, Hickory, Jackson, and St. Clair Counties; one Family Housing Community in Henry County; and one Special Needs Service-Enriched Housing Community in Cedar County.



Multi-Family Housing – Homes with Heart

West Central’s service-enriched housing means that residents don’t just have a place to live - they have a place to thrive! Here are a few of this year’s program outcomes for the folks living at a West Central property.

11 Multi-Housing Properties

4,398 Meals Prepared

123 Skills Classes (Gardening, Cooking, Nutrition)

363 Households Obtained Safe & Affordable Housing

462 Food Boxes/Groceries Distributed

171 Volunteer Hours Donated

102 Volunteers

176 Mediation/ Customer Advocacy Interventions

9,352 Wellness Classes

Legal Assistance Provided to 6 Individuals

147 Transportation Services Provided

360 Received Covid-19 Immunizations

105 Residents Engagement Skills & Knowledge

80 Obtained Health Insurance

290 Residents Improved Their Social Networks



New Growth & New Growth Women's Business Center

New Growth is a Missouri community development corporation organized by West Central in 2017 to help rural people and places thrive. New Growth works with individuals and communities to build opportunity from deep rural roots, the great assets in talented people, beautiful places, and rich culture. Small businesses are among rural communities' greatest assets. New Growth worked intensively in Fiscal Year 2021 to support rural small businesses with new business development and financing resources. New Growth began work as a rural business counselor with the Missouri Small Business Development Center system. As a MOSBDC counseling site, New Growth assisted 46 rural businesses in FY21, including helping a number of them secure nearly \$2 million in financing.



Microenterprise Financing

New Growth worked in Fiscal Year 2021 to fill gaps in financing available to rural entrepreneurs. It now operates the START HERE Revolving Loan Fund, which provides loans from \$500 to \$50,000 to businesses that are unable to secure financing elsewhere. For example, banks are unable to work with most startup businesses, because banks typically require two years of business experience and financial records. New Growth's microenterprise financing helps new, small, and credit-challenged rural businesses build up to bank financing. It grows local economies by building the pipeline of bankable rural business borrowers.



START HERE Revolving Loan Fund

The Revolving Loan Fund has become successful in large part due to the teamwork of business assistance organizations involved in the rural west central Missouri START HERE Business Acceleration Network. New Growth and partners organized START HERE in 2019 to build resources for rural entrepreneurs.

Credit Building

Helping individuals build strong credit scores is fundamental to getting more rural entrepreneurs into the financial mainstream and moving ahead as small business owners. New Growth launched its credit building program in October 2021 with support from the SBA Program for Investment in Micro-Entrepreneurs (PRIME). Credit building is a process of developing positive credit history by adding active “trade lines” through very small loans and secured credit cards. It also includes strategic work clearing negative credit history if necessary. Another key component of the program is New Growth’s ability, through membership in the national Credit Builder’s Alliance, to report borrowers’ positive repayment to credit bureaus. This ensures good credit history shows up and adds up.

RESULTS: In FY21, New Growth’s early credit building program helped 26 individuals improve their credit scores a total of 875 points, with a top entrepreneur achievement of 108 points.

START HERE Business Acceleration Network Partners

Benton County Economic Development
Cass County Corporation Economic Development
Kaysinger Basin Regional Planning Commission
Missouri Source Link
New Growth Women’s Business Center
New Growth Community Development Corporation
Osage Valley Electric Cooperative

St. Clair County Economic Development
Small Business Administration
Small Business Development Center at State Fair
Community College
University of Missouri Extension
Vernon County Economic Development
West Central Missouri Community Action Agency

New Growth Women’s Business Center

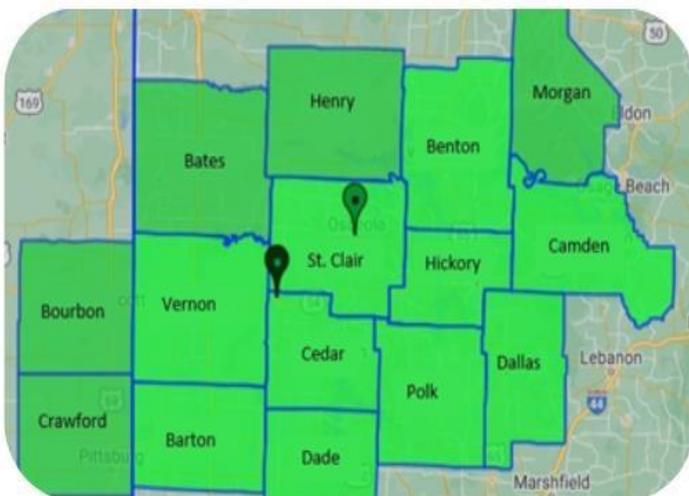


Business Technical Assistance

New Growth put more boots on the ground in FY21 to help rural entrepreneurs get going and growing with the launch of the 15-county New Growth Women’s Business Center. The U.S. Small Business Administration (SBA)

awarded the Women’s Business Center designation to New Growth in January of 2021. The New Growth WBC is one of only five SBA-designated WBCs in the nation that serve rural communities only, out of 140 in total. **It assists rural entrepreneurs, men and women, with everything from market research to setting up the right legal structure.** The New Growth WBC also helps businesses find and connect with other resources, as needed.

New Growth is headquartered at their office in Osceola; the New Growth Women’s Business Center is located in El Dorado Springs at the West Central Liston Center.



New Growth Women’s Business Center Service Area & Offices

Donors and Volunteers



Monetary Donations:

\$62,762

ACH Facebook
Adrian Elks Lodge
Albert Hutchins, Raymore
Food Pantry
Aldi's, Belton
Alvin Griffin
Amazon Smile
Ann Keller
Anna Martin: KCCG (Kansas
City Community Garden)
Anonymous LIHEAP
Donation, Hickory County
Arm & Hammer,
Harrisonville
Bankcard Donation
Belton Host Lions Club
Belton Presbyterian Church
Bridgett Wallace
Cameron Buttorff
Cass County Democrat
Cass County Head Start
Centerwell Primary Care
Chris Thompson
Commissary on Richards
Gebaur

Community Foundation
of the Ozarks, Senior
Cares Donation
CVS Medicare Support
Center
Don Boultinghouse
Denise Sullivan: MU
Extension (Senior
Farmers' Market
Nutrition Program)
Dennis Barnard Dustin
Copple: Oak St.
Health
Echo Food Bar, West
Central
Ellett Memorial Hospital
Employee Donations
Erica Kiehnhoff, Humana
Evergy
Farmers Elevator
First Christian Church,
Appleton City
First Christian Church,
Sunrise CWF
First Fruits, LLC
Fishes & Loaves, Raymore
Food Fair, Appleton City
Fraternal Order of Eagles
Fred Bunch

Friends of Lynz – Covid Relief
Donation
Grandview Police Dept.
Hawthorn Bank
Howard Hunt Living Trust
Humana Health Care
Jeff Coatney
Jeffrey Adams, Adams
Insurance Services
Joanna Dale, Raymore Food
Pantry
Joe Jadlot Family
Judge Moulton Trust
Kairos Church
KC Hospice & Palliative Care

Donor Story – Rides Made A Difference

Joe struggled with heart and kidney disease, and it became increasingly hard for his wife, Vicki, to care for him. "He wasn't sleeping at night, so neither was I", she said. "I was only getting 2-3 hours of sleep, and it took everything I had to get him out of the wheelchair, into the bed, and back again. When it came to getting him into the car to go to the doctor, it was just really a strain." When Vicki heard about the Rides to Health and Wealth program, she contacted Kenney Hutchison for mobility coordination. "Joe was probably 3 months using the program before he passed away. It made such a difference." After Joe's death, donations were made in his memory to West Central for the transportation program. "Just keep this program going," says Vicki, "for the elderly, the handicapped, and those who need to get to the doctor. I am so thankful."

Larry Pursley
 Larry Ramsey
 Legacy Bank
 Liberty Energy
 Lord of Love, WOELCA
 Mary Lou Schussler
 Missouri Palliative & Hospice
 Care
 Montrose FFA
 Oakstar Bank
 Peculiar Charitable
 Foundation
 Price Chopper Donation to
 Senior Care
 QuikTrip Distribution Center,
 Belton
 Raymore Christian Church
 Raymore Lions Club
 Robert Miller Insurance
 Group
 St. Paul's Methodist,
 Raymore
 St. Sabina's Parish, Belton
 Stephanie Wolf: Care Free
 Insurance Services
 Steve the "Sugar Man"
 Sunset Garden Club
 Truman Lakes Foundation
 Valley Center UCC Ladies Aid
 Vanguard
 Walgreen's
 Willene Engel



Food Pantry

Volunteer hours FY 21 = **877**

15 Volunteers

Multi-Family Housing

Volunteer hours

for FY 21 = **102**

171 Volunteers

Masks made and donated:

approx. 1650

Volunteer hours spent
making masks: approx. 2062

Donor Story – A Cup of Sweetness

Four times each year, he arrives at the Raymore Food Pantry with donations of sugar for distribution. We know him only as "Steve." Food pantry workers report, "He's probably donated at least 5 years, 165 pounds per donation." Over the years, that amounts to around 3,300 pounds of sugar so far!

Steve wants no recognition, has never even shared his last name.

He says he brings the sugar because his wife loved sugar in her coffee, and after her passing this is one way he decided to honor her memory.

Thank you, Steve - this story brings just the right touch of sweetness to our day!

Mask Makers:

Sew Strong Together, Maryville
 St. Clair County Mask Makers
 Cedar County Mask Makers
 Henry County Quilters Guild
 Glenda Harbin
 Lois Brand
 Crystal Yoakum
 Debra Vickers



WEST CENTRAL MISSOURI COMMUNITY ACTION AGENCY
LISTON CENTER REGIONAL HUB
NAP TAX CREDITS



**REDUCE YOUR
MISSOURI STATE TAX LIABILITY
WITH AN
INVESTMENT IN YOUR COMMUNITY**

**NAP (NEIGHBORHOOD ASSISTANCE PROGRAM)
70% TAX CREDITS**

**see your tax preparer for more information about tax credits*

GIFT AMOUNT TO LISTON	\$1,000
LESS 70% NAP CREDITS	\$ 700
ACTUAL CONTRIBUTION COST	\$ 300



**NAP TAX CREDITS SUPPORT
WEST CENTRAL'S LISTON CENTER IN
EL DORADO SPRINGS, MISSOURI**

The Liston Center is a neighborhood-based project housed in the former Liston School, now owned by West Central Missouri Community Action Agency.

The regional hub combines job readiness programs with social supports and resources such as drop-in child care; life skills and financial empowerment classes; a 15-county Women's Business Center for entrepreneurs; and a revolving loan fund and credit building program. The innovative facility creates sustainable, integrated services for individuals and families in one convenient location.

NAP CREDITS AT LISTON SUPPORT:

- **Employment & Training Programs**
- **Family Resources**
- **Childcare**
- **Regional Women's Business Center**
- **Credit Building & Revolving Loan Fund**
- **Educational Programs & HiSET/GED Classes**

FOR MORE INFORMATION, CONTACT:

Debra Vickers
dvickers@wcmcaa.org
417-876-8978



Help West Central Expand Workforce Development by Purchasing NAP Tax Credits!

West Central Missouri Community Action Agency, a 501(c)3 non-profit corporation, has been allocated \$307,000 in 70% tax credits by the Missouri Department of Economic Development Neighborhood Assistance Program. The tax credits will fund expansion of workforce development programs at the West Central Liston Center in El Dorado Springs. Please consult your tax advisor, accountant, or attorney concerning eligibility for this tax credit or other tax benefits that may result from a donation to West Central.

Do I qualify for a NAP credit?

The Missouri Neighborhood Assistance Act makes this credit available to any person, firm, or corporation with business income in the State of Missouri. Any qualified person, firm or corporation in business in Missouri is eligible to receive credits, including:

- Sole Proprietors who own/operate businesses
- Corporations
- Limited Liability Corporations
- Farm operations
- Financial Institutions
- Limited Liability Companies & individual members
- S-corporations and individual shareholders
- Partnerships and individual partners
- Insurance Companies
- Express Companies
- Individuals with income from royalties or rental property
- Qualified contributions include cash, stocks, or bonds

NAP credits may be used to offset individual income taxes, corporation franchise tax, tax on gross premium receipts of insurance companies, and financial institution tax. **Credits may be used in the year the donation was made, or up to an additional 5 years thereafter.**

What is the procedure for claiming a NAP tax credit?

West Central will assist you every step of the way. To qualify for the credit, a business must make an eligible contribution in support of the Liston Center. Since credits are limited, **please contact us beforehand to verify your donation will qualify for credit.**

Which Missouri taxes may be credited?

- The annual tax on gross premium receipts of insurance companies in Chapter 148, RSMo, if applicable
- The tax on banks determined under subdivision (2) of subsection 2 or section 148, RSMo, if applicable
- The tax on banks determined in subdivision (1) of subsection 2 of section 148, RSMo, if applicable
- The tax on other financial institutions in Chapter 148, RSMo, if applicable
- The corporation franchise tax in Chapter 147, RSMo, if applicable
- The state income tax in Chapter 143, RSMo, if applicable, and
- The annual tax on gross receipts of express companies in Chapter 153, RSMo, if applicable

How will my contribution be used to support the Liston Center?

The West Central Liston Center is a neighborhood-based project housed in the renovated former Liston school, owned by West Central Missouri Community Action Agency. The regional hub combines job readiness development with social supports and resources; life skills and financial empowerment classes; a 15-county Women's Business Center for entrepreneurs; and a revolving loan fund and credit building program. The innovative facility creates sustainable, integrated services for individuals and families in one convenient location. A coalition of community partners will expand programs to include classes for literacy skills, the achievement of High School Equivalency certificate, and in-depth job training. Your contribution to the Liston Center will help expand these efforts, developing partnerships with local businesses through apprenticeships, new jobs in the community and area, and expansion of additional social support services.

West Central Missouri Community Action Agency

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