

2022 ANNUAL REPORT



Stronger Together

West Central Missouri Community Action Agency

Assisting & Advancing Rural Families & Communities



112 West 4th Street
Appleton City, MO 64724
www.wcmcaa.org
660-476-2185

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"Alone, we can do so little. Together, we can do so much"
~ Helen Keller

West Central Missouri Community Action Agency Assists and Advances Families and Rural Communities throughout west central Missouri

MISSION

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

VISION

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

VALUES

Equity. Education. Encouragement. Empowerment. Excellence.

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.

ORGANIZATION HISTORY

West Central Missouri Community Action Agency ("West Central") is a private, nonprofit 501c3 corporation. Multiple services are offered to low-income individuals to help lift them out of poverty by assisting with job training, credit building, housing, home repair, heat and energy access, nutrition, and community resource connections, to name just a few ways we help. Communities and entrepreneurs are strengthened and advanced through a revolving loan fund, business development, and networking.

Agencies to develop strategies to solve issues of poverty with an emphasis on local input.

West Central Missouri Community Action Agency was established in July 1965, and has continued to grow and evolve as we advance communities and assist families throughout the service area. The nine-county region includes Bates, Benton, Cass, Cedar, Henry, Hickory, Morgan, St. Clair, and Vernon counties.

West Central continues to strive for excellence in meeting challenges to reduce poverty, increase self-sufficiency, and improve the community. Along with our network of partner organizations, employees,

volunteers, and donors, we find innovative ways to improve lives and meet needs throughout the region.

"What can change the world today is the same thing that has changed it in the past - an idea and the service of dedicated, committed individuals to that idea."

~Sargent Shriver, 1964 Office of Economic Opportunity Director

The nationwide Community Action Network was created with the passage of the Economic Opportunity Act of 1964 as part of President Lyndon B. Johnson's "War on Poverty" initiative.

The act established a federal office of Economic Opportunity, and created Community Action

We are Stronger Together!

Christopher L. Thompson, President & CEO

It seems a bit cliché to talk about being “stronger together,” but sometimes the simplest truths are a bit cliché. In the Lakota communities in which I previously worked, you would hear the words “Mitakuye Oy’ Asin” often at gatherings, meaning, roughly, “all my relations.” The term served as a reminder to the community and to those who might be visiting, that we are all connected in a profound way on this blue orb we call home. Similarly, Martin Luther King, Jr., in his famous Letter from a Birmingham Jail referred to the fact that “we are caught in an inescapable network of mutuality, tied in a single garment of destiny. Whatever affects one directly affects all indirectly.”



Indeed, there is an inescapable reality to our lives and our work that we are all part of something bigger than ourselves -- whether we are talking family, church, community, workplace, or nation; and whether that something “bigger” is moving towards a more loving, inclusive, and just society, or unfortunately, as it seems at times here lately, a more divisive, hateful, and violent world. We cannot address the bigness of the world, either the negative or the positive, alone.

Great, successful movements in history toward a better, fairer, and more prosperous world have been undertaken collectively. We are stronger together because we are all related, and because we are all connected in an inescapable network found in the single garment of our destiny.

Here at West Central, we experience each day the power of our staff coming together, coordinating their efforts and resources, and collaborating to envision something greater and better for the communities we serve. And, we witness the power of our rural communities coming together through shared resources of partners to make rural lives better.

I hope you will take time to read this report to learn of the ways our team, our supporters, and our partners come together each day to make the west central region a better place for everyone.

“We are caught in an inescapable network of mutuality, tied in a single garment of destiny. Whatever affects one directly affects all indirectly.”
~ Dr. Martin Luther King, Jr.

To our supporters, funders, donors, and partners, we express our sincere appreciation for your sharing of your time and resources to help those we serve.

And, if you have not yet been a part of our work here at West Central/New Growth, I hope you will join us.

We are stronger together.

A handwritten signature in black ink, appearing to read "Chris Thompson".

CHRISTOPHER L. THOMPSON

President and Chief Executive Officer

Pathways to Excellence

Striving Together

West Central began work toward Pathways to Excellence (PTE) recognition in June 2022. PTE is a National Community Action Partnership (NCAP) program that empowers community action agencies across the nation in their pursuit of excellence through an intentional process of assessment, planning, and capacity building to institutionalize the 35 known best-in-class practices from the Community Action Network. Within Pathways to Excellence, these 35 Standards of Excellence are formalized into seven categories: Organizational Leadership; Strategic Planning and Direction; Customer, Constituent, and Partner Focus; Measurement, Analysis, and Performance Management; Human Resources Focus; Organizational Process Management; and Organizational Results. The program is set up as a tiered approach, allowing an Agency to enter at any level—Bronze, Silver, Gold, or Platinum, with specific requirements that must be met before advancing to the next tier.

“Teamwork is the secret that makes common people achieve uncommon results” ~Ifeanyi Enoch

West Central began the PTE process by formalizing a commitment to excellence through a Board Resolution and convening an Agency Excellence Team consisting of Chris Thompson, Mary Lou Schussler, Julie Engeman, Aaron Franklin, Dara Moles, Debbie Vickers, Jamie Oberly, and Jana Witt. Other required Silver Tier action steps completed in FY 2022 included writing an Agency profile, an initial meeting with NCAP staff, completing a seven-segment e-Course on the Standards of Excellence, and sending an Excellence Team member (Jana Witt) to PTE implementer training.

Silver Level actions included an Agency-wide mini-assessment survey, conducted by the Agency Excellence Team,



participation in technical assistance webinars offered by NCAP, and completion of a self-study on two of the seven categories of the Standards of Excellence. The process also involved peer review of the self-study and a follow-up meeting with NCAP staff to discuss the peer review findings and to ensure all Silver Level requirements were met before West Central applied to the Excellence Commission for Silver Level recognition.

The next two steps in the PTE tiered approach to Excellence are the Gold and Platinum Levels. The Gold Tier is estimated to take approximately one year and requires completion of a full self-study of all seven Standards of Excellence categories.

West Central's long-term goal is to reach the Platinum Level, also known as the "Award for Excellence". Attainment takes two years to complete and requires demonstrated achievement of the Standards of Excellence onsite before a team of experienced peer reviewers who confirm the Agency's achievement of Excellence. PTE has been and will continue to be a team effort of staff, operations, leadership, administration and Board. At the present time, only thirteen agencies nation-wide have received the Award for Excellence in Community Action. This achievement will involve the entire Agency, with each individual committing to excellence in all they do.



Fred R. Bunch, Board Chair

Dear Friends:

Another year has passed and as Board Chair of West Central, I am pleased to report that the Agency is stronger than ever by being stronger together! Please take the time to review this year's report. It is a testament to the ever-expanding accomplishments and good work being done by the Agency. These achievements come about through the commitment and strength of our staff working together with our ever-expanding partners to improve the lives of the people in the communities we serve. There truly is strength in numbers.



I cannot recall ever quoting President Dwight D. Eisenhower before, but I came across this quote from him to a joint session of Congress in January 1958, well before the birth of West Central in 1965. He said, "Our real problem, then, is not our strength today: it is rather the vital necessity of action today to ensure our strength tomorrow." The strength of West Central today has been achieved and maintained by all of the actions we have taken in the past.....and to paraphrase the words of President Eisenhower, our vital necessity of action today ensures the strength of West Central tomorrow and into the future.

Merriam-Webster provides several definitions of strength, among them 1) the quality of being strong, the capacity for exertion or endurance; 2) power to resist force, solidity, toughness. And many think of and associate strength with military might. West Central is still in the trenches fighting the War on Poverty. But we are not a military. The strength we exercise is intertwined with compassion toward those in need to make individual lives better. By helping individuals, we strengthen the communities that we serve.

We have always had challenges to contend with and navigate. As I write this letter there is a looming possible default on payment of the U.S. government debt. Hopefully, it will not come to pass and will be old news by the time you read this. However,

***"Our real problem, then, is not our strength today: it is rather the vital necessity of action today to ensure our strength tomorrow."
~ Dwight D. Eisenhower***

without strong, compassionate leadership that is willing to compromise to achieve the better good for the whole, there could be calamity. I think it is reasonable to say that in this instance compassion combined with compromise exhibits strength. Rest assured that whatever happens the strength of West Central will prevail, and we will continue to do the great things we have always done for the communities we serve.

A handwritten signature in black ink that reads "Fred R. Bunch". The signature is written in a cursive, flowing style.

FRED R. BUNCH
Chairman of the Board

Board Officers:

Fred Bunch, Chair
Don Boultinghouse, Vice Chair
Martha Sander, Treasurer
Leroy Strobe, Secretary

Low-Income Sector Representatives:

Brenda Darr, Bates County
Thomas Gage, Benton County
Sonny Rogers, Cass County
Larry Pursley, Cedar County

“Never doubt that a small group of thoughtful citizens can change the world. Indeed, it is the only thing that ever has.” – Margaret Mead



**West Central Missouri Community Action Agency
Board of Directors**

Back, Left to Right: Shirley Parker, Art Neuenschwander, Larry Pursley, Monty Kisner, Dale Lawler, Alvin Griffin, Larry Berry, Thomas Gage, Holly Stark.

Front, Left to Right: Amie Breshears, Brenda Darr, Leroy Strobe, Don Boultinghouse, Fred Bunch, Martha Sander, Cindy Thompson, Sonny Rogers. Not pictured: Teresea Hood.

Local Elected Official Representatives:

Larry Berry, Bates County Commissioner
Monty Kisner, Cass County Commissioner
Don Boultinghouse, Cedar County Commissioner
Dale Lawler, Henry County Commissioner
Leroy Strobe, St. Clair County Commissioner
Cindy Thompson, Vernon County Commissioner

Private Interest Representatives:

Alvin Griffin, Bates County
Amie Breshears, Benton County
Holly Stark, Cass County
Fred Bunch, Henry County
Shirley Parker, Hickory County
Teresea Hood, Morgan County

West Central Missouri Community Action Agency

Properties & Office Locations FY 2022

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
 (660) 476-2185

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 HUB**
*****New Growth Women's Business Center**
 508 North Main
 El Dorado Springs Missouri 64744
 (660) 476-2185

HENRY COUNTY

***Antioch Hills**
****HENRY COUNTY HUB**
 1819 North Gaines Drive
 Clinton, Missouri 64735
 (660) 885-8200
 Fax: (660) 885-3089

***Greyhound Apartments**
 507 West Colt
 Windsor, Missouri 65360
 (660) 987-1919

HICKORY COUNTY

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

*****New Growth Office, Wheatland**
 18958 US Highway 54
 Wheatland, Missouri 65779

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
 (660) 476-2185

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 HUB**
 112 West 4th Street
 Appleton City, Missouri 64724
 (660) 476-2185

*****New Growth Office, Osceola**
 550 2nd Street
 Osceola, Missouri 64776

VERNON COUNTY
****VERNON COUNTY HUB**
New Growth Transit
 123 South Main
 Nevada, Missouri 64772
 660-476-2185

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

West Central Missouri Community Action Agency Summary of Regional Services

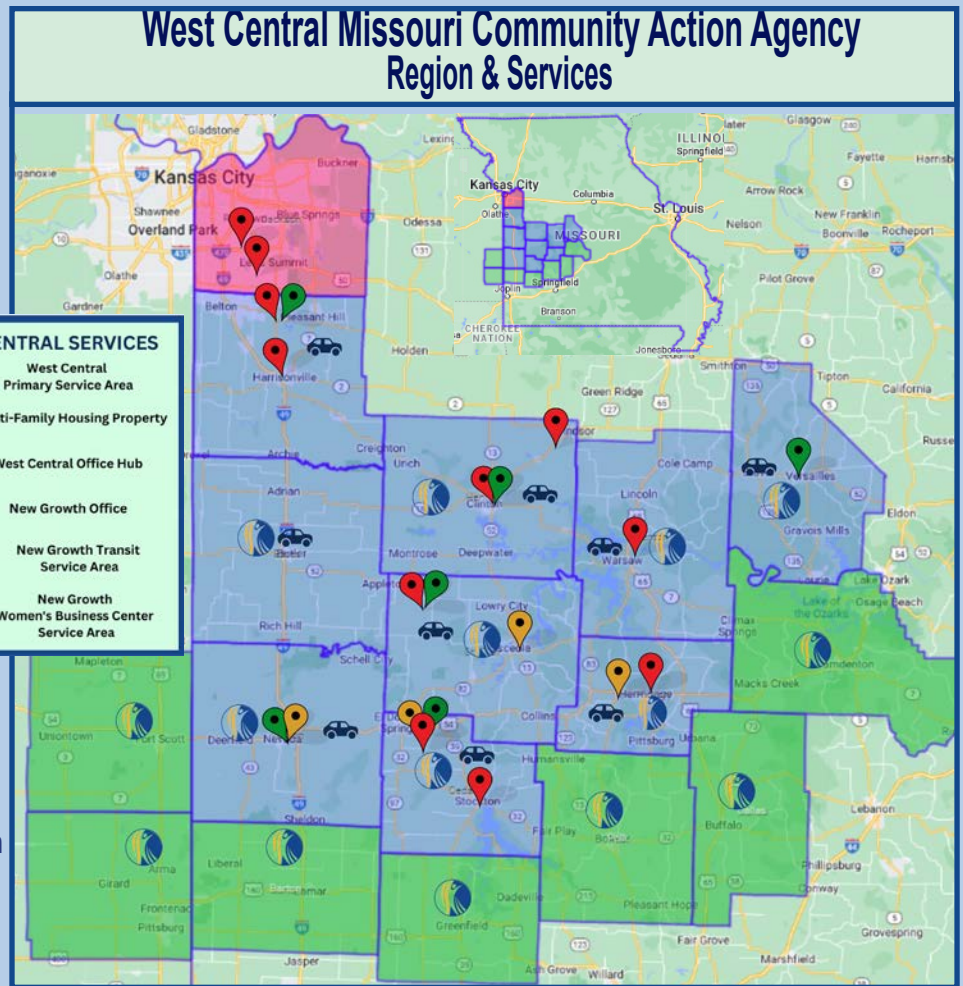
The West Central Missouri Community Action Agency region encompasses nine counties in west central Missouri: Bates, Benton, Cass, Cedar, Henry, Hickory, Morgan, St. Clair, and Vernon. One of 19 Community Action Agencies in the state, and one of over 1,100 CAA's in the nation, West Central has a strong presence, providing direct services of energy assistance; job search training, education, and supportive services; housing assistance; homelessness prevention; weatherization; food and nutrition programs; and a wide variety of educational and assistive community service programs.

Services are coordinated at the Agency headquarters, Central Office in Appleton City (St. Clair County) and five additional offices 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).

Multi-family housing residences for families, senior citizens, and the disabled are located in seven counties, including neighboring Jackson County, Missouri.

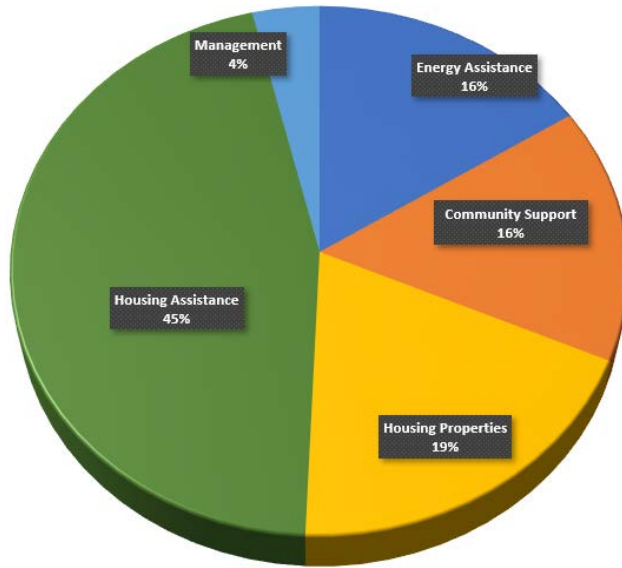
Regional mobility services took off in spring/summer of 2022. Through a network of community partners, volunteer drivers provided rides throughout the region, with new energy in Bates, Cass, Henry, Hickory, St. Clair, and Vernon counties.

New Growth Community Development Corporation, a subsidiary of West Central, serves the same nine-county area and several additional counties. 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, and Polk in Missouri, plus Bourbon and Crawford Counties in Kansas.



Fiscal Year 2022

FY 2022 EXPENDITURES



Housing Assistance

- 1,067 HCV Participants
- 101 Family Self Sufficiency Participants
- 5 Home Ownership Participants
- 97 Housing Stability (SAFHR)
- \$ 7,817,392 Total Benefits Paid

Energy Assistance

- 5,406 Applications
- 2,702 elderly/disabled
- 1,300 avoided disconnect
- 34 new water utility vendors
- \$4,236,496 Total Paid Utilities

Community Support

- 283 Classes Provided
- 888 Food boxes distributed
- 652 Case management provided
- \$2,681,743 Total Benefits Paid

Housing Properties

- Residents
- Immunizations
- Participants in Wellness Classes
- Meals Served
- Houses Weatherized
- \$3,277,797 Total Benefits Paid

10,679 served*

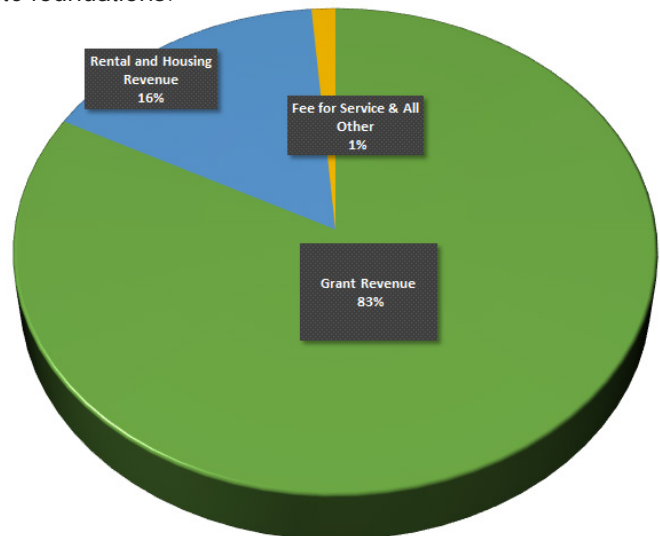
*individuals who achieved one or more outcomes as identified by the National Performance Indicators in various domains

FY 2022 REVENUE

FY 2022 Revenue Sources	
Grant Revenue	\$ 13,644,622
Rental and Housing Revenue	\$ 2,631,252
Fee for Service	\$ 107,624
Contributions	\$ 71,645
Investment Income	\$ 35,668
Total Revenue	\$ 16,490,811

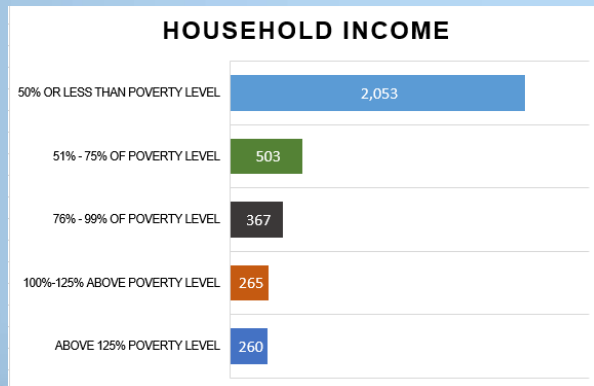
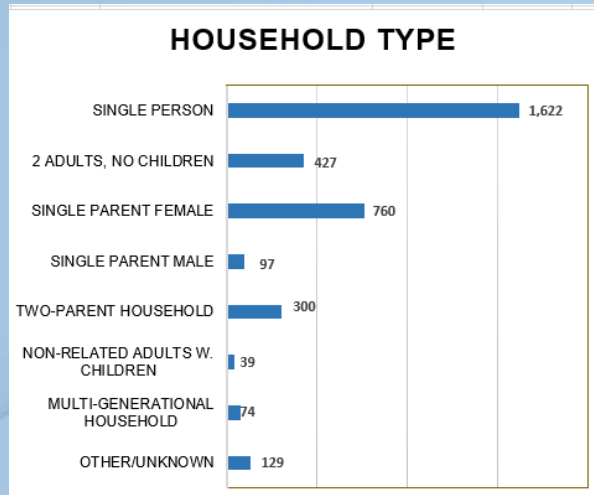
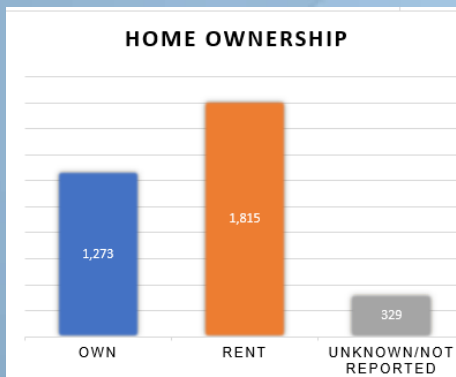
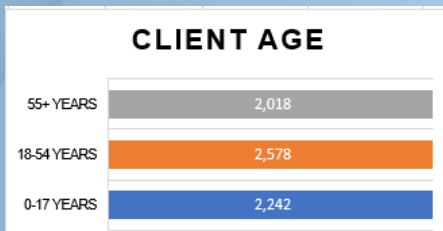
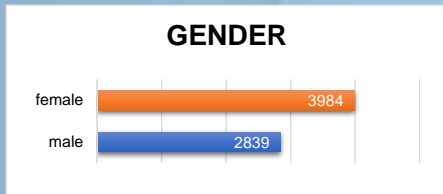
Grant Revenue	
Department of Health and Human Services	\$ 3,784,104
Department of Housing and Urban Development	\$ 7,611,120
Department of Energy	\$ 400,546
Department of Agriculture	\$ 514,259
Department of Labor	\$ 66,844
Department of Homeland Security	\$ 35,182
Department of Treasury	\$ 40,649
Small Business Administration	\$ 157,315
Neighborhood Assistance Program	\$ 2,500
United Way	\$ 20,959
Other Grant Revenue	\$ 1,011,144
Total Grant Revenue	\$ 13,644,622

West Central received funding from 73 sources to operate 60 different services or programs in FY 2022. Funding sources include direct federal funding, federal funding passed through state entities, and from state agencies, corporations, and private foundations.





Client Demographics






“There is no such thing as a self-made person. You will reach your goals only with the help of others.” ~George Shinn

Community Services


FACING Challenges, Meeting Needs Together

West Central's Family and Community Engagement Services (FACES) team consists of Family Assistance Coordinators and Community Initiatives Coordinators who each serve 2-4 counties. Services provided region-wide include a wide range of comprehensive programs.

<p>Family Engagement: Assists individuals age 64 and younger to identify problems and develop plans that meet basic needs.</p>	 <p>171 Participation Incentives</p>
 <p>92 Varied Skills Classes</p>	 <p>74 Basic Education Classes</p>
<p>Senior Care: Connects senior citizens age 65 and older with local resources to maintain independent living. Served 203 with individualized services.</p>	 <p>1,734 Adults with Disabling Conditions Served, All Programs</p>
<p>Economic Inclusion: Works with individuals to overcome financial barriers, develop money management skills, and build job skills for improved employment opportunities.</p>	
 <p>27 Financial Skills Counseling & Training</p>	<p>SkillUP & WIOA</p>  <p>14 Job Placements 2 Web IT & HVAC training 2 obtained CDL</p>

Small steps, big impacts

FACES know that little things can make a big difference in an individual's life. Here are just a couple of stories.



Case Management

When his well pump quit working, John purchased a new pump but couldn't afford to have it installed, so the 78-year old Benton County resident was carrying water into his home 50 gallons at a time and utilizing "nature's facilities" for the bathroom. Senior Care assisted by having the new pump installed. John writes, "So nice to have water! Thank you very much. I dearly appreciate it!"

Sarah writes, "I'm a Senior Care member, and yesterday I received a birthday card! I'll be 81 tomorrow and proud of every year of it. I just wanted to thank you for the card, it was very unexpected."

 <p>74 Life Skills Sessions</p>	<p>Community Engagement: Educational programs created in partnership with local stakeholders to increase awareness of agency programs, community resources, and create solutions to local and regional challenges.</p>
 <p>16 Wellness Classes</p>	 <p>512 School Supplies</p>

Utility Assistance

Keeping the Lights On, Together



5,332
LIHEAP Payments

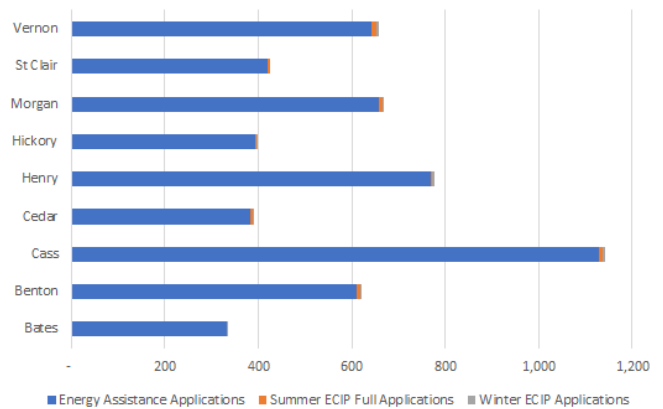
The Low Income Home Energy Assistance Program (LIHEAP) team has one of the most challenging tasks of the Agency -- processing and arranging for thousands of utility payments every year. In addition, in FY22, the Low Income Home Water Assistance Program was launched with 34 vendors participating across the region. Each staff member plays a key role in making sure thousands of families receive assistance with their utility bills. With the increase in cost of living, this has been particularly significant for low income families.

"Many hands make light work." -John Heywood

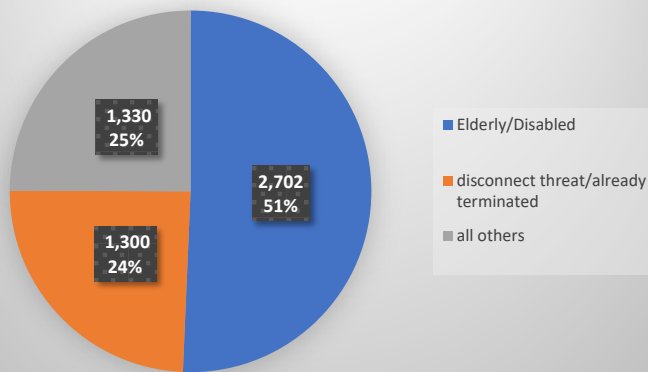
CUSTOMER COMMENTS:

"I left a message to ask you to help me pay my light bill. I just spoke with them, and they said you made a pledge yesterday to pay the entire bill. I'm just calling back to say thank you so much! You just don't know how much that really is appreciated by me. Thank you again, and...just, thank you."

Total Energy Assistance Applications FY 2022



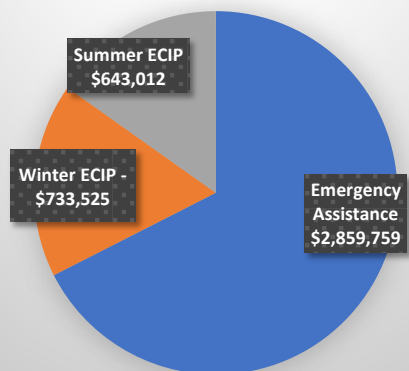
FY 2022 Client Demographics -- Utility Assistance



"I called Evergy and they said there was a promise made. I appreciate it, I just wanted to call and say thank you. I was in fear of being shut off again."

"I called to say thank you. The MFA man is out delivering me some propane as we speak, I just wanted to thank you all for always taking care of me, and God bless ya. Thanks again."

Total pledged/paid FY 2022



Food Systems

Solving Hunger Together

West Central's robust Food Systems program encompasses a variety of approaches to support individuals and families. Besides assisting those suffering from food insecurity, Food Systems programs 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.



FARM SHARE: The Farm SHARE program provided farm fresh local produce and protein to low-income families in Cass and Henry county. All vegetables, fruit, and eggs provided in the Farm SHARE bag were produced within a 100-mile radius of the West Central region. The program supported local farmers by purchasing seasonal products and helped low-income families by providing highly nutritious fresh food. Every Farm SHARE bag included at least four produce items and a dozen chicken eggs. Bags were distributed once per month June-October. In 2022, Farm SHARE distributed 2,000 pounds of 100% local produce and eggs to 86 low-income residents at five different sites. This amounted to \$5,200 purchased from local farmers each month.



FARM TO SCHOOL: Funded by a USDA Farm to School Grant, 21 schools participated in planning for Farm to School programs. Blogs and social media posts to promote Farm to School in the region were shared on the school websites. Five taste tests were conducted, reaching 160 students PreK through 2nd grade. Three schools made regular local food purchases for their school's meals, and one school made regular local food purchases for their Family and Consumer Sciences program.

DOUBLE UP FOOD BUCKS (DUFb):

The Double Up Food Bucks program, which matches every \$1 spent with another \$1 FREE on food at participating markets, allows SNAP users to buy more fruits and vegetables. DUFb is administered in partnership with the Mid America Regional Council. This year, over 950 DUFb transactions at five Farmers Markets resulted in \$25,000 in fresh fruit and vegetable purchases.



FARMER TO FARMER MENTORS:

Assisting Beginning Farmers:

- 18 mentors, 8 mentees, 26 mentor hours
- "Demystifying Wholesale" 8-part video series, 616 YouTube views
- "Eat Local KC" map included 60 farmers/20 beginning farmers, 17K views
- 48 hours technical assistance to beginning farmers
- \$36,260 in sales to 15 beginning farmers with new markets
- Five beginning farmers joined the KC Food Hub



LOCAL FOOD PROMOTION PROGRAM (LFPP):

- \$197K purchased from local farmers by 163 new KC Food Hub buyers (including 42 schools) connected by LFPP
- Assisted farmers to find \$50K+ in grant funds to expand operations
- Organized chef/farmer meeting to enhance understanding and expand relationships between farmer and chef
- Helped organize and source \$2,622 in local apple purchases for national farm-to-school "Crunch Off"
- Co-hosted "Eat Local & Organic" Expo, with 52 local farm vendors and 2,000 attendees

Farm to Fork Food Summit

Building Local Food Systems Together

The 4th annual Farm to Fork Summit, held in Osceola, Missouri, was attended by nearly 100 people. Interactive sessions through the day focused on starting and growing farm businesses and building farm-fresh foods into everyday rural life, such as farm-to-school marketing and education. The Summit included a local food lunch catered by the 2021 world champion Osceola High School Barbeque Team. Feedback from the event was overwhelmingly positive, with over 80% of survey respondents reporting they had made a new connection at the Summit.



"We are each other's harvest; we are each other's business; we are each other's magnitude and bond." ~ Gwendolyn Brooks

Housing Assistance

Building Self-Sufficiency Together

The Housing Assistance Unit administers programs and services to help families secure and maintain affordable housing.

The **Housing Choice Voucher (HCV)** program provides rental assistance to help low-income families, the elderly, and the disabled afford decent, safe, and sanitary housing in the private market.

Housing Choice Voucher Program



\$6,259,535

Housing Assistance Payments



1,067

Housing Choice Voucher Participants



\$27,652

Home Ownership Assistance

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.



101

Family Self-Sufficiency Participants



44

Permanent Housing Placements



5

Achieved Home Ownership

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

Transition Services (Homelessness Prevention)



\$21,530

Rapid Re-Housing Assistance



97

State Assistance for Housing Relief Participants (SAFHR)



\$30,332

Prevention Assistance

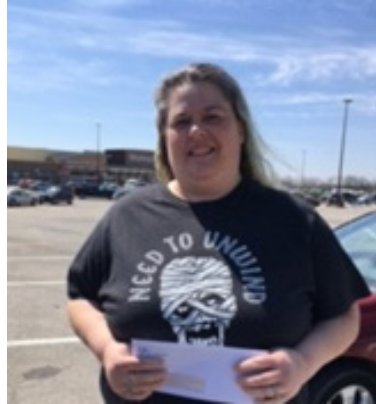


“The strength of the team is each individual member. The strength of each member is the team” ~ Phil Jackson



Family Self Sufficiency Graduates Shine

Family Self Sufficiency (FSS) helps families on the Housing Choice Voucher Program increase their earnings and build financial capability and assets. Supportive services, such as childcare, transportation, remedial education, and job training are offered to participants.

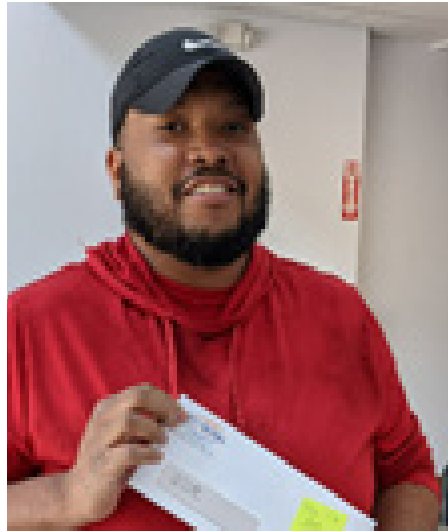


Sonya has successfully graduated from the FSS program and received an escrow check of \$9,200. She plans to use this for a down payment on a home.



Heather is working towards completing her goals to graduate successfully. To meet her job retention goal, she received a disbursement of \$7,000 from her escrow account to purchase a vehicle.

Andrea successfully graduated from the FSS program and received an escrow check of \$10,127. She plans to use this for renovations and furniture for the home she just purchased.



Stephen successfully graduated from the FSS program and received an escrow check of \$9,038.

“Building a strong future is living at the intersection of today and tomorrow: where living in the moment and who we have chosen to become dance together as one.” - Bill Jensen

Weatherization & HeRO

The Home Enrichment section of Housing Enrichment manages the Weatherization and Home Repair Opportunity (HeRO) programs to help renters and homeowners ensure their home is healthy and safe for their family. Home Energy Audits, Weatherization Assistance, and Home Repair are free services 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. According to a national evaluation of the program, weatherization improvements and upgrades help these households save an average \$283 or more every year on utility bills.



A Breath of Fresh Air



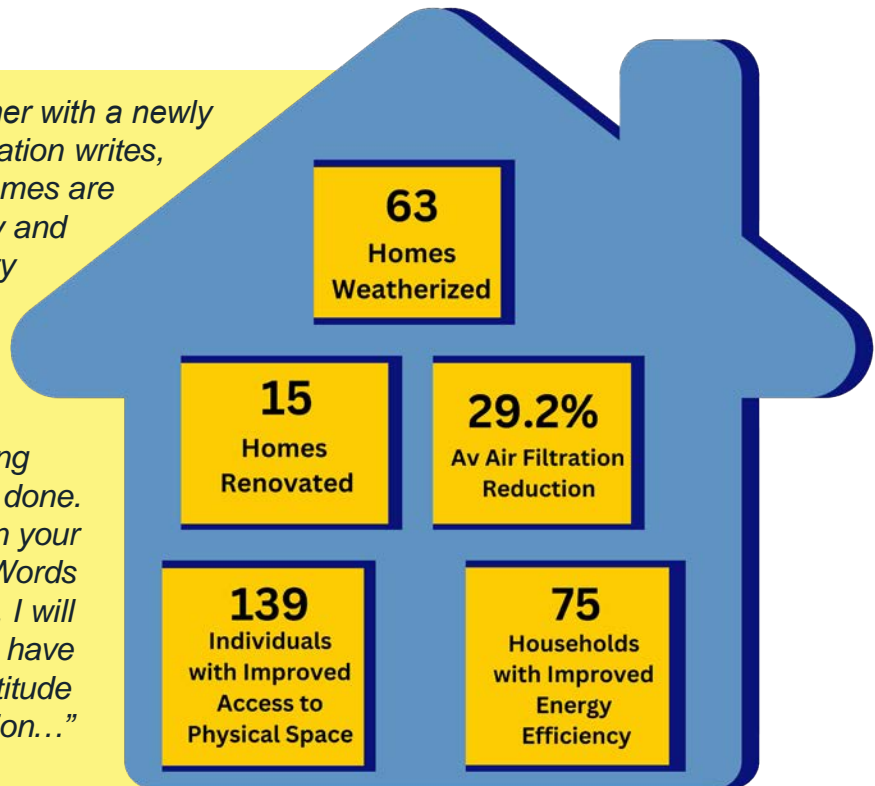
Catherine from Butler, Bates County, Missouri participated in the HeRO Program. She showed us the new walk-in shower. "This makes it much easier for me, but I do miss bubble baths!" She also received mini-splits in each room. "I read the manual", she said, and then proceeded to explain to us how she has learned exactly how to operate them effeciently. Next, she showed us the new water heater that was

installed. On our way out she pointed out the new railings, storm door, and windows. She was most excited about the storm doors and new windows, saying "I can't wait to have them all open for fresh air this spring!" As we left, she got choked up, telling us, "You don't understand how appreciative I am. I could've never done all this on my own." She also said, "It was a nice surprise to have a visit from West Central - I didn't expect to see you again!"



"Individual commitment to a group effort -- that is what makes a team work, a company work, a society work, a civilization work." ~Vince Lombardi

Lois, a satisfied customer with a newly completed weatherization writes, "Jim and Dakota and James are wonderful, individually and collectively. I am so very happy with everything that has been done. These guys are super hard workers who know what they're doing and know how to get it done. Thank you to everyone on your team, from my heart. Words sometimes fall short. I will never forget what you all have done for me! With gratitude and appreciation..."



"The whole is greater than the sum of the parts." ~Kurt Koffka



Seeing the Difference Every Day

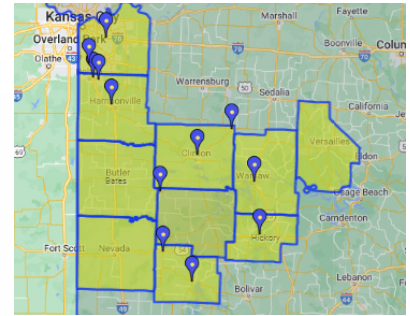
Diana, who lives in Butler, Bates County, Missouri, received Weatherization services. She showed us where the crew had sealed up her pantry. She said, "I hate to pick favorites, but if I had to this would be it!" because she can finally use her pantry again. The crew sealed her chimney and a wall in her kitchen as well. Diana said, "I am extremely appreciative -- I have noticed my home is significantly less drafty. This has helped decrease my monthly utility bills!" She was also excited to show us the insulation installed to her water heater and water heater pipes, and pointed out the insulation that was installed in her floor. "This has made a big difference throughout the winter months!"



Multi-Family Housing Properties

West Central has developed, owns, and manages 11 affordable service-enriched multi-family housing communities. Applicants may qualify to receive subsidized rent (30% of income less medical, senior, child, and utility expenses deductions). All properties maintain a waiting list from one month to two years.

More than "a place to live", these service-enriched properties are homes with heart, providing residents a place to thrive! West Central created the Service Enriched Housing Program ("SEHP") to develop and coordinate resident services at affordable properties in Missouri.



 2,126 Prepared Meals	 40 Obtained Health Insurance	 382 Immunizations	 3,373 Wellness Classes
---	---	--	--


318
 Households obtained safe, affordable housing




106
 Transportation Services:
 bus transport, auto purchase/repair support


135
 Mediation/Advocacy


1,204
 Food Distribution
 Food Bags/Boxes, Food Share Program



When Lucy, a resident of Greenleaf Estates, began losing her hearing, the non-English speaker felt frustrated and isolated. Then Lucy's daughter contacted the service coordinator at Greenleaf Estates for assistance with getting her mom hearing aids. The service coordinator contacted the medical provider, helped complete paperwork, set up an appointment with a hearing aid provider, and found a translator to accompany Lucy to the appointment. Within a month of Lucy receiving her new hearing aids she was grinning ear to ear. She was so excited to be able to hear, and her daughter was grateful that she could easily communicate with her mom again.

Multi-Family Housing Communities Get Together



Getting REALL Together

Reality Enrichment And Life Lessons (REALL), for high school students, and Poverty Simulations, for organizations and community members, help bridge the gap from misconception to understanding. Through an interactive immersive experience, community members and youth are sensitized to the realities of poverty. The simulation, a role-play that promotes poverty awareness by providing real-life experiences, increases understanding and inspires local change.



New Growth Community Development Corporation



New Growth is a rural community development corporation (CDC), which West Central launched in 2017 as a nonprofit affiliate. New Growth’s mission is to build local ownership and lasting livelihoods in rural Missouri by cultivating rural assets and entrepreneurs.



New Growth Women's Business Center -- Doing Business Together

The **New Growth Women’s Business Center** is West Central’s business development arm administered by New Growth. The **NG WBC** provides training and technical assistance for rural entrepreneurs – men and women -- across 15 counties (13 in Missouri and two in Kansas). Established in 2021, the **NG WBC** is one of only five Small Business Administration-designated women’s business centers to serve only rural communities. Its 15-county territory covers Bates, Barton, Benton, Camden, Cedar, Dade, Dallas, Henry, Hickory, Morgan, Polk, St. Clair and Vernon counties in Missouri and Bourbon and Crawford counties in Kansas. **NG WBC**

counselors meet with clients by appointment across the region to work on business plans, financing applications, certifications, and more. In fiscal year 2022 the **NG WBC** organized the GrowMO Women Entrepreneurs mentorship program providing local women entrepreneurs with trusted peers and experts to consult with. The **NG WBC** also provides regular trainings, such as free monthly webinars, as well as in-person workshops. All webinar recordings are posted at New Growth’s YouTube channel <@newgrowthmo>.

WBC by the numbers

NG WBC FY 2022	
Unique clients served	249
Business starts	5
Capital infusions	22
Capital infusion total	\$511,693.48

MAKING HER OWN LUCK, GETTING DUCKS IN A ROW

Vernon County resident Stacey Poe started Lucky Ducky Cleaning with her husband Larry in 2021 during the Covid-19 pandemic after the commercial cleaning company that Stacey worked for shut down. Unemployed and with limited credit history, obtaining funds needed to get started would have been impossible without microenterprise financing from New Growth Capital. The nonprofit offers loans up to \$50,000 for rural businesses that are too new, too small, or too credit challenged for traditional lenders.

Today Lucky Ducky Cleaning has contracts with 10 government office buildings and employs a team of nine workers. Stacey Poe started the business with a \$5,000 loan from New Growth Capital to cover initial expenses during two months before revenue would come in from customers.

Stacey and Larry have built this growing business with just one additional \$20,000 “step up loan” from New Growth Capital on top of many nights and weekends earning extra money with additional commercial floor cleaning jobs. “New Year’s Eve, we’ll be cleaning another floor while everyone else is out celebrating,” Stacey said.

Assistance also came from New Growth’s SBA-designated Women’s Business Center, which helped the Poe’s set up their business legally and get their bookkeeping and payroll systems underway.

The Poe’s are now in a good position to grow with traditional financing when and if they need it. They are building a financial and operational management track record which banks require. They are also building their credit scores; New Growth reports to credit bureaus so that microenterprise borrowers’ good payment history shows up and adds up.



New Growth Capital -- Growing Credit Together

New Growth Capital is the CDC's financing arm. New Growth Capital provides rural entrepreneurs with microenterprise financing, or loans less than \$50,000. New Growth Capital also helps individuals and entrepreneurs join the financial mainstream with credit building services.

Credit building is a free, nonprofit service available from New Growth Capital to help individuals and entrepreneurs establish or improve credit scores. A good credit score is necessary to access employment, housing, and bank financing, and for going into business. A good credit score also saves money through lower borrowing costs, insurance rates, and more. Credit building is about moving more rural people and small businesses into the financial mainstream.

Microenterprise Financing

In fiscal year 2022, New Growth Capital became an approved microlending intermediary with the U.S. Small Business Administration. This important achievement brings additional loan capital and technical assistance funding to the region for microenterprise development.

Prior to additional SBA capital, New Growth made 31 loans in fiscal year 2022 for a total of \$346,068 in small business capitalization.

New Growth Capital Lending

FY 21	Total loans	20	\$92,235
FY 22	Total loans	31	\$346,068
FY 21-22	Total loans	51	\$438,303

BUILDING A GREAT SCORE

St. Clair County resident Matt Anderson is a proud homeowner today because he was able to build his credit score from zero to more than 700 in just six months. He did it through the free credit building program offered by nonprofit organization New Growth Capital, a West Central affiliate. Until recently, Matt was effectively invisible financially even though he made good money and paid his bills. He just didn't use credit and had no credit score, which locked him out of everyday things that require it. He couldn't even get a credit card. **"You can't do anything now without a credit card,"** he said. Getting more rural people and entrepreneurs into the financial mainstream is the purpose of New Growth Capital's credit building program. It provides a safe and easy way for clients to show up as good users of credit and thereby establish or build scores. New Growth's Give Yourself Credit loan is \$500 for one year; \$300 of this loan is used to secure a credit card with its partner Academy Bank. The client makes on-time payments to New Growth for the \$500 installment loan (\$45 per month at 15% interest), and on-time monthly payments to Academy Bank. New Growth and Academy Bank each report on-time payments to credit bureaus to make sure the client builds a good credit history over the year.



New Growth Capital's credit building program is about preventing rural Missouri residents and entrepreneurs from falling through the financial cracks and helping them climb back out if needed. Matt said. **"I'm telling others about this. There's a lot of us in the same boat. A good credit score is what it's all about now."**

START HERE Business Acceleration Network

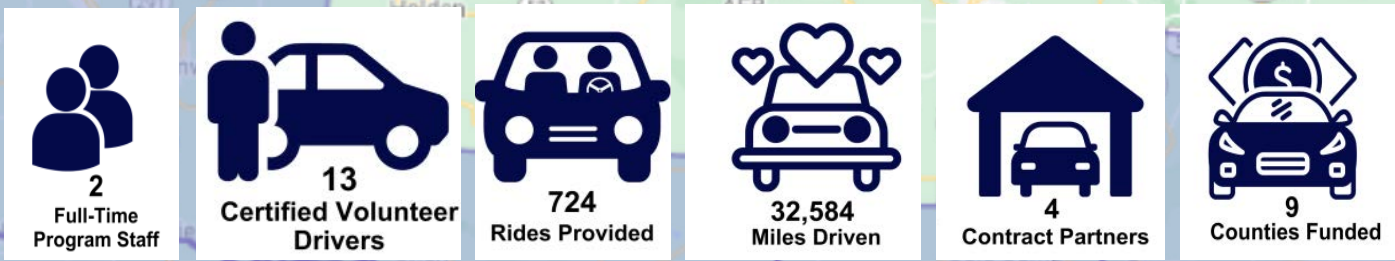
The CDC New Growth also works regionally and statewide to strengthen and support rural entrepreneurship. In west central Missouri, New Growth convenes the START HERE Business Acceleration Network of business resource partners.



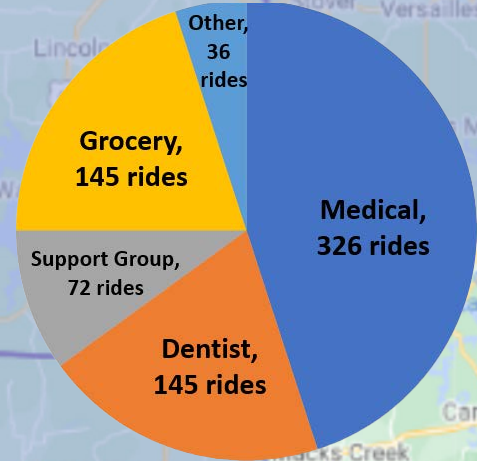
Representatives of START HERE Network

New Growth Transit Going Places Together

West Central's New Growth Transit program really took off in FY22! In its second year, the program was able to gain and retain funding through public and private grant allocations, including the Patterson Family Foundation, Truman Lake Foundation, the Finis Moss Trust, and the Vernon County Commission. With the additional support of corporate partners Golden Valley Memorial Healthcare and Care Connections, the program utilized the ride scheduling platform "Assisted Rides" in a cooperative partnership with the Missouri Rural Health Association. Two dedicated full-time staff coordinated 724 rides. Thirteen certified volunteer drivers, who utilized their personal vehicles, were reimbursed \$.80/loaded mile, driving 32,584 miles, delivering rides in all nine counties of the West Central Missouri Community Action service area.



Donation Check from Truman Lake Foundation



Destination Type & Number Rides FY22

RIDES CHANGE LIVES

Matt received rides needed to go to workforce training. He had been in foster care since being orphaned due to the Joplin tornado and still suffers trauma from that event. The driver who took him to Springfield introduced this young man to Barnes and Noble for the first time!! Matt said, "This was one of the best days of my life, to go to a bookstore that big!" After completing workforce training, Matt is now employed and lives in Springfield.



Volunteer Driver Interview

"If everyone is moving forward together, then success takes care of itself." - Chris Bradford

2022 Donors, Funders, and Volunteers

MONETARY DONATIONS: \$55,644

We gratefully acknowledge our Funders, Donors, Community Partners, and Volunteers.

Thank you for your continued collaboration and support!

Aaron Franklin
Abundant Life Church
Aldi's, Belton
Amazon Smile Donations
Ameren UE
Anonymous -- AC Food Pantry

CASCO
Hickory County Health Department
Hickory County Food Pantry
Carpenter's Cup
Care Connections
Cass County Coalition
Catholic Charities
City Ink
City of Nevada, Mobility Audit
Chapter C
Christina Galeassi (Givelify)
Christian Church, Nevada
Chris Thompson
Citizens Bank, Drexel
Community Connection
Community Outreach, Nevada
Community Placement Program
Community Services Block Grant
Community Services Block Grant - CARES
Community Services Unit
Compass Health
Christian Church, Appleton City
Community Bank of El Dorado Springs
Community Foundation of the Ozarks, "Let's Get to Work Hickory County"
Cottey College
Crowder College
Crisis Intervention Prevention
Dara Moles
David's Cupboard, Archie
Diaper Pantry, El Dorado Springs
DV Flower Donations
Eagles Community Outreach, Cass County
Eagles Community Outreach, El Dorado Springs
ECHO (Employees Caring & Helping Each Other), WCMCAA
El Dorado Springs Chamber of Commerce
El Dorado Springs High School
Ellett Memorial Hospital
Emergency Food & Shelter Program

Emergency Solutions Grant
Employee Donations
Evergry

Antioch Hills

Walgreens
Legacy Bank & Trust
Farmer's Elevator
Flextech Industries, Ltd
Hawthorn Bank
Allen Street Baptist Church
Jerry's Termite & Pest Management
Powell Meat Company
Clinton Aquatic Center
Clinton Mid - Day Optimist Club
Parker Klass
Emily Paul
Charlie Kline IV
Austin Kline
Amaya Morris
Antioch Hills Residents

Appleton Estates

Ellett Memorial Thanksgiving dinner
Steven & Annetta Siegenthaler
Appleton Estates Residents

Appleton City School -- 3rd Grade Class
Appleton City FFA
Bates County High School
Bates County Health Department
BACO Transportation, Bates County
Beginning Farmer & Rancher Program
Belton Presbyterian Church -- Peace & Social Justice
Bella's Walking Tacos
Belton School District
Belton Senior Center
Benton County Economic Development
Bright Futures
Build Vernon County
Burns Custom Spraying

Greenleaf Estates, Hawthorn Estates, Walnut Estates

Blister Smith
Raymore Lions Club
Raymore Sunset Club
Juanita Allen
Raymore 4-H
Crown Care
Fraternal Order of Eagles
Nova Hospice
Finetta Sipes
Greenleaf Estates Residents
Hawthorn Estates Residents
Walnut Estates Residents
Facebook Donation
Farm Share
Farmer's Elevator
Filley Christian Church, John Koch
Finis Moss Trust, Transportation
Fishes and Loaves Beacon of Hope Church
First Baptist Church, Peculiar
Florentina's Restaurant
Food for Morgan County
Food Pantry for Pets
Frances Crawford Trust, Food Pantry
Golden Valley Memorial Health Care
H2O Life Quest Church

“

My uncle loved helping people. He especially wanted to support local food pantries, and he knew of West Central's good work."



Hickory Estates

Private cash donation to SC program
Hickory County CARES food pantry
Hickory County Health Department
University of Missouri Extension, Kyleigh Brown
University of Missouri Extension, Allison Gunter
University of Missouri Extension, Jocelyn Wheeler
Hickory County Senior Center- Delivers meals 2 days a week

Harvesters
Home State Health Care
Housing Assistance Unit
Housing Enrichment Unit
Health Forward
Healthy Nevada
Heart & Hand Ministries, Belton
Hope Center, El Dorado Springs

Housing Enrichment

4B Heating & Cooling - \$500
Do it Best Home & Family Center Osceola
Housing Enrichment Staff

Joanna Dale -- Raymore Food Pantry
Joe Jadlot Memorial Fund
Judge Moulton Trust Fund
KC Literacy
Katie's House, El Dorado Springs
Katy Trail Regional Health
Kelly Jones
Kristina Klass
Liberty Energy
Local Food Promotion Program
Main Street Menagerie, Butler
Manna Fellowship Church, Belton

Maplewood Estates

Korth Senior Center- Deliver Meals on Wheels
Evan's Pharmacy
University of Missouri Extension, Janet Fox
University of Missouri Extension, Kyleigh Brown
Kyra Mason
Maplewood Estates Residents

Mary Lou Schussler
Mid-America Regional Council
Miller Group
Ministerial Alliance, Butler
Ministerial Association, El Dorado Springs
Ministerial Alliance, Nevada



Ministerial Alliance, Stockton
Missouri Dept. of Economic Development
Missouri Housing Development Commission
Missouri Job Center
Missouri Rural Health Association
Missouri Small Business Development Center
Missouri State Assistance for Housing Relief
Neighborhood Assistance Program
Nexus
New Growth Community Development Corporation
New Growth Women's Business Center
Network for Good
Oakstar Bank
On My Own
Optimist's Club, Osceola
Osage Prairie YMCA
Osage Valley Electric Cooperative
Osage Valley Roundup
Ozarks Food Harvest
Parents As Teachers, Appleton City
Parents As Teachers, El Dorado Springs
Parents As Teachers, Stockton
Patterson Family Foundation
Peculiar Charitable Foundation
Pleasant Hill Lay Clergy

Prairie City Church School
Raymore Baby Grace, Raymore Christian Church
Reclassify Square Collection
Regional Mobility, Vernon County
Regional Transitions Network
Richards-Gebaur Commissary
Rides to Health & Wealth, Henry County
Ronnie Runyan Memorial
Rhonda Wallen/KESM Radio
St. Clair County Development
St. Clair County Food Banc
St. Clair County Health Department
St. Paul's Methodist Church
St. Sabina Health & Wellness Center
Salvation Army - Benton, Henry, Hickory
Samaritan's Purse
Santa Paula Awning Company
Shelter Insurance, Travis Farran
Simmons Bank
Small Business Administration
Spire
Square Ach
START HERE Business Network
Strope Family
"Sugar Man" Steve
Treasure Chest, El Dorado Springs
Tri-Lakes FOE
Truman Lake Community Foundation,
Transportation Donation
True Charity



University of Minnesota
United Way of Greater Kansas City
University of Missouri Extension
University of Missouri Trulasko School of Business
University of Missouri School of Journalism
US Department of Agriculture, Beginning Farmers & Ranchers Program
US Department of Agriculture, Local Food Promotion Program
US Food & Nutrition Service

**"We make a living by what we get, but we make a life by what we give."
~Winston Churchill**

US Department of Energy
 US Department of Health and Human Services
 US Department of Homeland Security
 US Department of Housing and Urban Development

Willow Estates

Erica Kiehnoff: Humana
 Stephanie Wolf: Carefree Insurance
 Dr. Matt Broberg: Bridge Hill Eye
 Lori Hocker: Medicare Simplified KC
 Joyce Scott-Palmateer: Missouri Palliative & Hospice
 Terri Nickel: Visiting Nurses Association (VNA)
 Denise Sullivan: MU Extension
 Anna Martin & Carter Oberhue: (KCCG) Kansas City Community Garden
 Hy-Vee pharmacy: flu shots
 Brittany Hill: Alliance Home Health Care
 Niki Fehling: DPOA
 Lainey Berry: Love Law Group
 Kim Downes: MARC
 Kansas City Fire Department (KCFD)
 Pam Collins: Ancestry Info
 Jackie Murtha: VP Clay County Bank
 Willow Estates Residents



US Department of Labor
 US Department of Natural Resources
 US Department of Treasury
 US Small Business Administration
 Vernon County Economic Development
 Vernon County Ambulance
 Vicki Hillsman

FOOD PANTRY VOLUNTEERS:

Kathy Rodick
 Karol Stephen
 Carolyn Hellwig
 Rebekah Cloud
 John Rodick
 Robert Sandgren
 Fanitta Sipes
 Al Benz
 Don Baker
 Stephen & Mary Jones
 Gary Krueger
 Robert Easton
 Juanita Irvin
 Bud Scudder
 Edith Taylor
 Linda White
 Anthony Olvera
 Sierra Olvera
 James Monohan
 Essie Guido
 Alan Klein
 Tod Newell
 Forrest Creason

NG WBC ADVISORY BOARD:

Amie Breshears
 JoAnn Lane
 Carol Gallagher
 Hollie Elliott
 Martha Sander



A Volunteer's Story
" I look forward to seeing a particular pair of elderly sisters. When they first came in, their food stamps had been cut off due to making \$20 over the income requirement (they live together and the State has to count both incomes). One sister told me, 'We budget our food and eat everything. We waste nothing as everything is so expensive, we can't afford to waste!' They always tell me they are appreciative of the food on pantry day."

VOLUNTEER DRIVERS:

John Copple
 Russell Wolford
 Nicole Colopy
 Sara Riley
 Doug & Shirley Allard
 Brett Reese
 Don Baker
 Pamela Clark
 Donna Crouch
 Helen Crowder

"Volunteers do not necessarily have the time, they just have the heart." ~ Elizabeth Andrew



Multi-Family Housing Volunteer Hours: 471
Volunteer Driver Hours: 2,172
Food Pantry Volunteer Hours: 1,925
Total Volunteer Hours, All Programs: 4,568

West Central Missouri Community Action Agency

112 West 4th Street
Appleton City, MO 64724
www.wcmcaa.org
660-476-2185

