



ANNUAL REPORT

2023

NORTHWEST MICHIGAN COMMUNITY ACTION AGENCY



DEAR FRIENDS OF NMCAA,

What can you do for someone who wants to stay in her home but has difficulty preparing meals?

How do you celebrate the accomplishments of a young person who was able to go from being unsheltered to becoming a home owner in just two years?

What resources are available to a mom who is worried because her daughter struggles with social skills and communication?

Each of us has our own questions to ask and NMCAA is here to listen. And to help.

In Fiscal year 2023, NMCAA was able to assist over 1,100 home-bound seniors in maintaining their independence and staying healthy by delivering over 163,000 meals. We also provided approximately 1,800 hours of case management to individuals experiencing homelessness. And we collaborated with community partners to provide support to the families of 1,190 children throughout every school district in Northwest Michigan.

At NMCAA, self-sufficiency and quality of life are positively impacted through programs that promote housing stability, economic security, and educational opportunity. Our work is to help drive the change needed to strengthen our communities, communities where ALL PEOPLE have opportunities to achieve their full potential.

One question left is how to adequately express our gratitude to our tremendous Board of Directors, dedicated volunteers, generous donors, and amazing staff. Without you, none of this is possible. You are appreciated beyond words.

NMCAA celebrates its 50th Anniversary in 2024, and we have big plans for the future. See you there!



◀ **KERRY BAUGHMAN**
EXECUTIVE DIRECTOR

Kerry Baughman

CAROLYN RENTENBACH ▶
BOARD CHAIRPERSON

Carolyn Rentenbach



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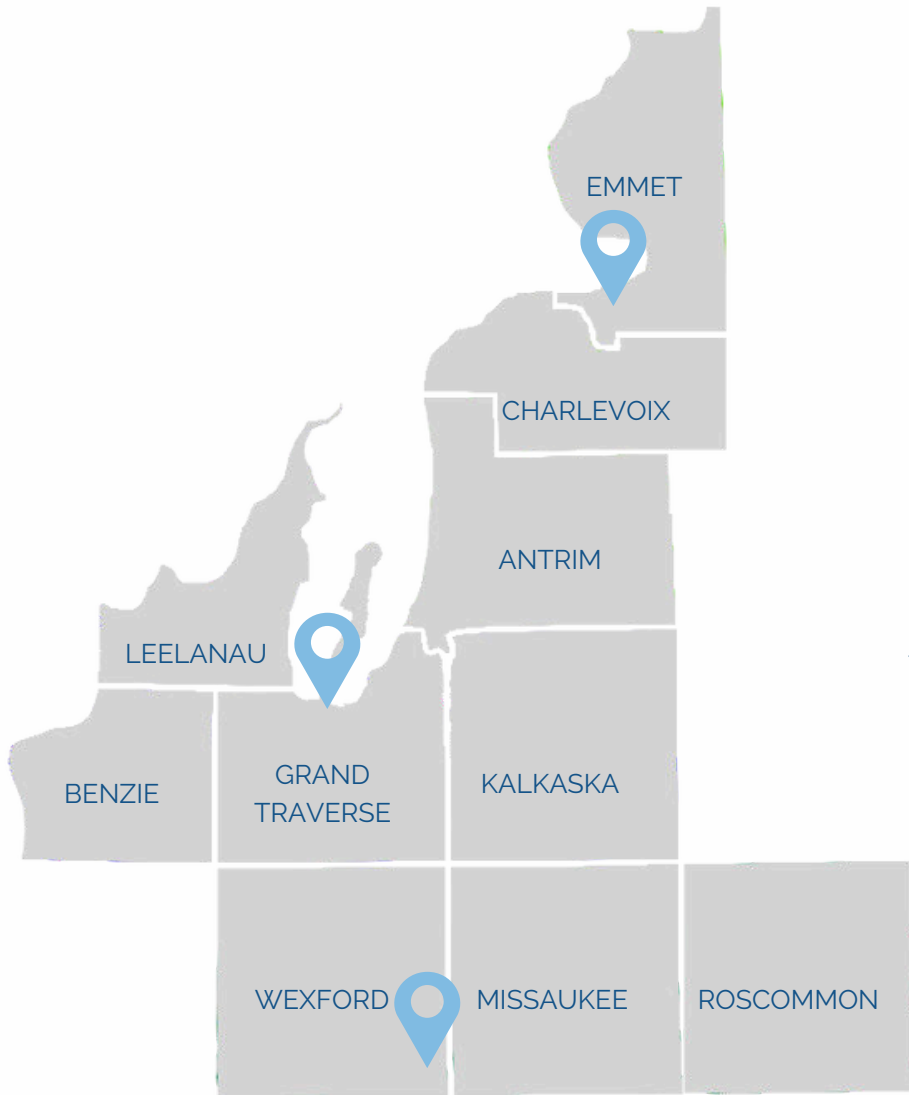
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SERVING EMMET, CHARLEVOIX, ANTRIM, LEELANAU, BENZIE,
GRAND TRAVERSE, KALKASKA, WEXFORD, MISSAUKEE AND ROSCOMMON
COUNTIES SINCE 1974

2023

MISSION

NMCAA's mission is to foster positive change by providing opportunities that promote self-sufficiency, improving the quality of life and building stronger, more connected communities.

VISION

NMCAA drives the change that strengthens communities where ALL PEOPLE have opportunities to achieve their full potential.

CORNERSTONES OF CULTURE

We **RESPECT** the uniqueness of all individuals and their circumstances.

We are **ACCOUNTABLE** to ourselves and those we serve.

We **ACCEPT** and support the journey.

We are **COMPASSIONATE** in all we do.

We are **COOPERATIVE** in seeking solutions for the greater good.

STRATEGIC PLAN

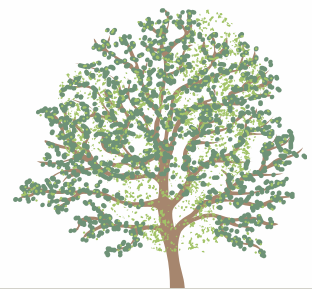
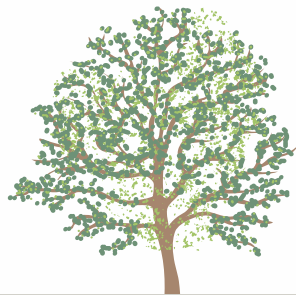
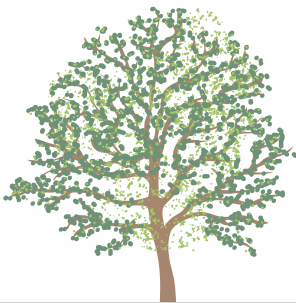
STRATEGIC RESULT

Fostering positive change and reducing poverty through expanded funding, organizational excellence and an engaged community.

ECONOMIC STABILITY

HOUSING

EDUCATION



HOUSING & ENERGY
EFFICIENCY
SERVICES

FINANCIAL
MANAGEMENT
SERVICES

EMERGENCY FOOD
PROGRAMS

HOMELESS
PREVENTION

CHILD & FAMILY
DEVELOPMENT

STRATEGIES

CAPACITY BUILDING

NMCAA has diversified funding to meet the evolving needs of the organization and the communities it serves.

OPERATIONAL EXCELLENCE

NMCAA has a skilled workforce that is positioned to achieve the mission and vision of the organization.

COMMUNITY IMPACT

NMCAA is recognized as a leader in promoting self sufficiency, reducing poverty, and fostering community & economic development in its service area.



OUR BIGGEST IMPACT

416

individuals were in
Prevented/Rapid
Rehousing Financial
Assistance

58

households went
through the
Emergency Home
Repair Program

576

children were served
through Head Start

3,306

free tax returns were
filed through the
Free Tax Filing
Program

948,080

pounds of food distributed through the
Commodity Supplement Food Program

HOMELESS PREVENTION

The Northwest Michigan Community Action Agency's (NMCAA) Homeless Prevention Team is committed to making homelessness rare, brief, and non-recurring in every community across our 10-county service region (23-counties in SSVF). In 2023, the Homeless Prevention Team utilized \$5,067,993.76 in State and Federal funding to assist:

- 416 households with Prevention/Rapid Re-housing (RRH) Financial Assistance.
- 217 households avoid eviction.
- 133 households obtain safe and affordable housing.
- 313 households in Street Outreach and Diversion Programs.
- 60 households improve their overall financial well-being.
- In providing **1,780** hours of Case Management Services.



Northwest Michigan Community Action Agency's (NMCAA) Homeless Prevention division (HP) systematically reviewed the Coordinated Entry (CE) data to examine the rate and volume of individuals and families who were currently experiencing Homeless or who were at-risk of becoming homeless. In the last year we have seen a significant increase in homelessness across the Northwest Region. A top-to-bottom overhaul of the homeless response CE system in our 10-county service region was conducted with the assistance from the Northwest Coalition to End Homelessness (NWCEH) and the Michigan Balance of State (MIBoS) COC and using data from of the National Alliance to End Homelessness (NAEH) (showing diversion services had the greatest impact on ending homelessness), HP began the Diversion and Rapid Exit program in October of 2022, and hired three case managers to cover the region and stem the increased flow of individuals and families entering homelessness.

REGION 2 DIVERSION & RAPID EXIT PROGRAM OUTCOMES

694 total clients served.

27% positive exit rate

188 positive exits to permanent housing

31 days for average time in diversion program

FOOD PROGRAMS

The Commodity Supplement Food Program (CSFP):

CSFP is a USDA program that targets senior citizens. A monthly food package ensures a nutritionally balanced diet.

The Emergency Food Assistance Program (TEFAP):

TEFAP provides USDA food to low-income households through quarterly distribution.

Participants:

23,702

Pounds of food distributed:

948,080

Participants:

14,451

Pounds of food distributed:

606,942





MEALS ON WHEELS

Serving Grand Traverse, Leelanau, Missaukee, and Wexford counties.

Improving the health and quality of life of homebound seniors by delivering vital nutrition, compassionate visits, and safety checks so seniors can live nourished and lives with independence and dignity.



Earlier this year, Opal and Wesley made the decision to move from assisted living into a condo. They felt that assisted living was too expensive for them, and it made more sense for them to be in their own home. Meals on Wheels provides them with the security that there is always a nourishing “home-cooked” meal in the freezer. “With Meals on Wheels, you don’t have to worry about fixing anything. I can’t cook anymore but I can warm things up”, Opal shared. Opal and Wesley’s daughter is very grateful for the meals. “It gives me peace of mind to know that my parents always have meals in their freezer”, Simone, Opal and Wesley’s daughter, shared.

Mary has been in her house for 60 years and she knows it like the back of her hand. In 2015, her kids thought she should have someone be with her. She said “No, I don’t need anyone.” But it was hard to cook. “Why don’t you get Meals on Wheels?” someone suggested to her. “Now, the kids don’t worry about me” Mary says. “Meals on Wheels has improved me and kept me healthy.”



Home Delivered Meals

163,825 Meals delivered
1,116 Homebound Seniors

Congregate Meal Sites

798 Active Seniors
23,079 Meals served

99%

of clients said Meals on Wheels made it easier for them to live independently.



CHILD AND FAMILY DEVELOPMENT

Guided by a commitment to early childhood development, our agency supports families and children across various programs designed to foster developmental growth and school readiness. These programs include:

Early Head Start: Provides comprehensive support, starting prenatally, for infants and toddlers through home or center-based services.

Head Start and GSRP: Offers preschool services, focusing on kindergarten readiness, for children ages 3-4.

School Success Partnership Program: Addresses academic challenges in students from kindergarten to grade 5, emphasizing success and strengthening the home-to-school connection.

Each initiative shares a common thread — creating a foundation for a bright educational future.

IMPACT STORY

“This program has been very helpful in supporting me in understanding my toddler and finding ways to communicate with her. I learned that I can trust my daughter to do well with other adults besides myself. I learned how to help her calm down and focus on things and how to better communicate with her when she is angry. Head Start has been a great experience for our family.” - Parent of a Head Start child

HEAD START	Funded: 573 Children served: 576
GREAT START READINESS PROGRAM	Funded: 112 Children served: 101
EARLY HEAD START	Funded: 317 Children served: 427
SCHOOL SUCCESS PARTNERSHIP PROGRAM	Formal Caseload: 18 Informal: 68



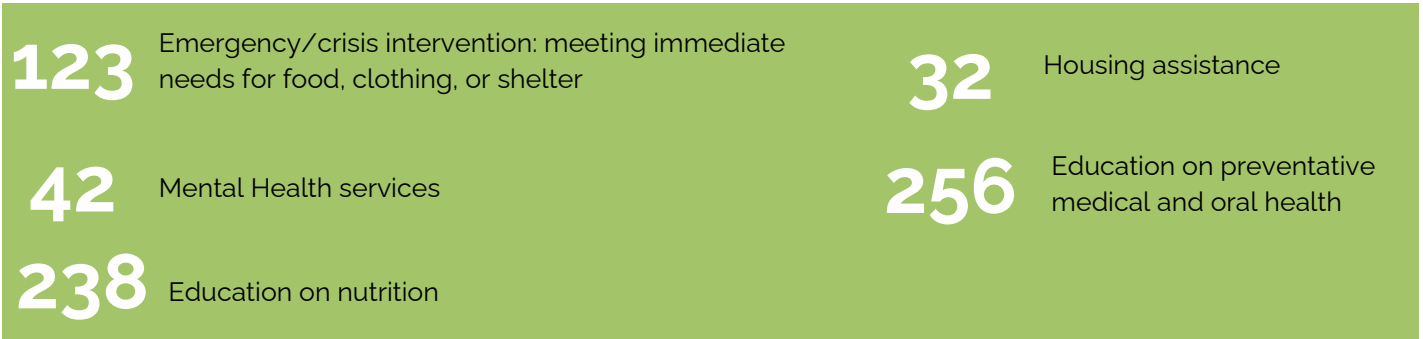
SCHOOL SUCCESS PARTNERSHIP PROGRAM

School supplies distributed: 17 students
 Food support provided: 28 students
 Barriers addressed with families: 33

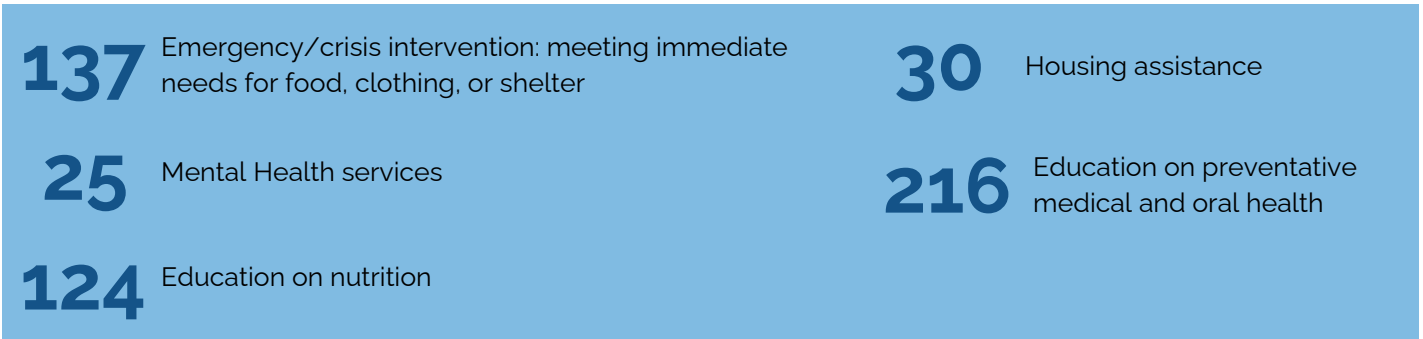
A strong family foundation is the cornerstone of children's school readiness. By providing a stable and supportive base, families play a pivotal role in fostering the essential skills and environment necessary for their children's successful transition into school and lifelong learning.

During program year 22-23, our program provided referrals and connections to the following resources:

EARLY HEAD START



HEAD START



FAMILY STORY

Ember S., a dedicated mom from Boyne City, shared her transformative NMCAA programming journey, starting with Early Head Start in 2019 and transitioning to a Head Start classroom last year. Her child has flourished with language and communication development, growing "leaps and bounds" during this time. The Head Start staff not only welcomed Ember's family into the classroom but embraced a holistic approach, offering support beyond the child's educational journey. The heart of the program shines through the collaboration between Ember's Head Start teacher, Nick Follette, and Family Engagement Specialist (FES), Rachelle Warner. Together, they supported Ember in purchasing a vehicle, a pivotal moment she reflects on, saying, "I don't know what I would have done on my own." This same supportive spirit extended to helping Ember's family find a stable home. Before this, the family was moving around often, and Ember is quoted saying that Head Start "added stability where I couldn't," underscoring the comprehensive support the program provides.

Ember passionately encourages others to "lean on your Head Start," highlighting the program's commitment to the entire family. She emphasizes that if you need help, asking is perfectly okay. These gains, both in child development and family stability, highlight the unique and impactful approach of Head Start, showcasing the positive difference it makes in the lives of families like Ember's.

FINANCIAL MANAGEMENT SERVICES

Financial Management Services (FMS) Department's Homeownership and Financial Empowerment Center foundation is funded in part by NeighborWorks America, U.S. Department of Housing and Urban Development (HUD) and Michigan State Housing Development Authority (MSHDA). FMS provides education and counseling for low to moderate income households to achieve financial self-sufficiency.

3,306 tax returns filed in totaling \$6,802,591 in credits and refunds,

81 budget customers achieved basic needs for 90 days after learning new skills.

100 households completed Homebuyer Education workshops.

22 homeownership customers purchased a new home.

65 children participated in the Mini Money Masters program and received \$50 to open their own savings account.

310 households completed budget coaching.

237 households completed Money Management workshops.

185 households attended first-time Homebuyer, Rental, or Foreclosure coaching.

28 homeowners avoided foreclosure.

79 individuals were served through the Community Services Block Grant Matched Savings Program.



MEET KRISTINA E.

enrolled in our Individual Development Account (IDA) program in June of 2022 and successfully saved for a down payment on her Habitat for Humanity home. In addition to receiving the grant match for participating in the IDA program, Kristina also received Down payment Assistance from NMCAA. Kristina shared the following: "My experience going through the program has been great. I've enjoyed learning new things and touching base with someone. This opportunity has given me the opportunity to have a down-payment for my first home for me and my girls. I'm very grateful."

HOUSING AND ENERGY EFFICIENCY SERVICES

WEATHERIZATION

54 households were provided Weatherization services including:

- 34** elderly occupied.
- 22** disabled occupied.
- 12** with children under 18.

HOME REPAIR

58 households were provided Home Repair services including:

- 28** elderly occupied.
- 17** disabled occupied.
- 21** with children under 18.



BACK: CRAIG BOSWORTH, EMILY BRONKEMA
FRONT: DOUGLAS B.

MEET DOUGLAS B.

a elderly veteran who had been out of water in his mobile home since 2012, contacted NMCAA in the Spring of 2023. His well was in disrepair, and it was determined that it would need to be replaced. Since his township had installed a municipal water system, replacing the well was not an option for him, as a local ordinance was not allowing new wells to be installed. Hooking up to the system was cost-prohibitive for Douglas, so he had not been able to do this on his own. HEES staff worked with an excavation company to hook him up to the municipal system, and a plumber to replace his home's pipes and water heater, that had both been unused for over a decade. The project cost over \$13,000 altogether. Douglas can now shower, wash dishes, and do laundry in his own home!



LISTEN TO HIS STORY | EPISODE 5

ECONOMIC SECURITY PROGRAMS

DIAPER GRANT

NMCAA in partnership with MDHHS provide diapers, wipes and ointment to families who qualify. Diapers are distributed (one sleeve per child per month) through our community partners for each child in the household.



19,796 sleeves of diapers distributed

20,998 packs of wipes distributed

3,599 ointments distributed

LAUNDRY PROJECT

The Laundry Project provides assistance to those families and individuals who have limited funds to have their laundry cleaned. Participating laundromats provides funds during specific days and times to those families in need.

2,278 individuals utilized the Laundry Project

3,478 loads of laundry



EMPOWERING YOU TO TAKE ACTION!

DONATE

Your gift of any size, can make a world of difference in the lives of your neighbors. Please reach out today to chat about where your gift will make the greatest impact and learn how a gift to NMCAA will strengthen our local communities.

▶ ONLINE

Visit [NMCAA.net/donate](https://nmcaa.net/donate) to contribute via credit card or PayPal

☎ CALL

231.947.3780 for larger gifts or questions about making a donation.

✉ MAIL

NMCAA
3963 Three Mile Rd
Traverse City, MI 49686



VOLUNTEER

We welcome a variety of volunteer options! Individual and group volunteer opportunities available. Call us today or go to our volunteer page on our website to find out more!



TO LEARN MORE ABOUT HOW YOU CAN GET INVOLVED AT NMCAA SCAN HERE.

LISTEN

The Collective Us: an NMCAA podcast is produced by Northwest Michigan Community Action Agency in partnership with New Leonard Media. The Collective Us focuses on inspiring you through stories of those we've helped by linking local resources to community members in need. Join hosts Erica Austin and Ryan Buck as they explore the programs offered through NMCAA and how we touch people's lives every day. You can find The Collective Us any where podcasts are available.

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**TO LISTEN AND LEARN MORE
ABOUT THE PROGRAMS AT
NMCAA SCAN HERE**



2023 FISCAL YEAR

USE OF RESOURCES

Financial Management Services	1,034,691
Education Services	1,005,388
Heating & Utility Assistance	29,303
Homeless Prevention Services	2,292,406
Other Programs & Services	636,640
Veteran Support Services Supportive Services for Veterans Families	1,324,784
Housing & Energy Efficiency Services	2,152,015
Weatherization	1,693,320
Housing Rehab	458,695
Food and Nutrition Programs	3,965,121
Food Assistance	2,398,810
Senior Nutrition	1,566,311
Child and Family Development	16,990,118
Head Start	9,890,231
Early Head Start	4,918,070
GSRP	1,721,726
Other	460,091
Corporate	120,905
FISCAL YEAR 2023	28,516,680



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