

# ANNUAL REPORT **NMCAA** **2024**

NORTHWEST MICHIGAN COMMUNITY ACTION AGENCY



PROVIDING OPPORTUNITY  
FOR NEIGHBORS IN NEED



# TABLE OF CONTENTS

<b>LETTER FROM THE EXECUTIVE DIRECTOR AND BOARD CHAIR</b>	<b>3</b>
<b>BOARD OF DIRECTORS</b>	<b>4</b>
<b>MISSION, VISION &amp; CORNERSTONES OF CULTURE</b>	<b>5</b>
<b>OUR BIG ACHIEVEMENTS</b>	<b>6</b>
<b>HOUSING SUPPORT</b>	<b>7</b>
<b>ECONOMIC STABILITY &amp; BASIC NEEDS</b>	<b>8</b>
<b>EDUCTAIONAL OPPORTUNITIES</b>	<b>9</b>
<b>PROGRAM IMPACT</b>	<b>10</b>
<b>FINANCIAL USE OF RESOURCES</b>	<b>11</b>

Dale Warner of DTE on a ride-along with Meals on Wheels Driver Mike Wojcik.



Volunteer Tax Program wrap up celebration.



HEES Team and contractors at a statewide training.



# LETTER FROM THE BOARD CHAIR AND EXECUTIVE DIRECTOR



Dear Friends of NMCAA,

This year, NMCAA celebrated the people and impact of community action in Northwest Michigan over the last 50 years. With our history and breadth of services, I would bet that almost every person reading this is connected to this legacy in some way. I cannot tell you how many times I have been talking with someone to find out that they went to a Head Start classroom for preschool, they participated in homebuyer education and now own their own home, or their parents receive home-delivered meals.

Is it hard to imagine what the world will be like fifty years from now? My greatest hope is that the suffering that comes with being unhoused, not having enough food, or lacking access to the educational opportunities necessary for self-sufficiency, will no longer exist. But with 13% of Michigan residents living below the poverty line

and many more struggling to meet basic needs, we will continue to fight for this vision of the future.

In 2024, 364 veterans were assisted with housing needs, 1218 families had access to quality early learning experiences for their children, 95 homes were made warmer and safer, and 3,674 households saved hard-earned dollars by participating in NMCAA's free tax preparation program.

Through dedication, efficiency and innovation, NMCAA creates lasting and meaningful change throughout Northwest Michigan. Clients, staff, donors, volunteers, and Board Members form an interconnected partnership with each playing a vital role in driving the mission forward. We thank you for your enduring commitment to promoting self-sufficiency, improving quality of life, and building stronger more connected communities.

With deepest gratitude,

Art Jeannot, Board Chair  
and Kerry Baughman,  
Executive Director



**ART  
JEANNOT**

NMCAA Board Chair



**KERRY  
BAUGHMAN**

NMCAA Executive Director

# BOARD OF DIRECTORS

## PUBLIC

WILLIAM (BILL) **HEFFERAN** Antrim County  
ART **JEANNOT** Benzie County  
JOSHUA **CHAMBERLAIN** Charelvoix County  
DAVID **ANOLICK** Emmet County  
ASHLEA **WALTER** Grand Traverse County  
TRUMAN **BICUM** Kalkaska County  
GWENNE **ALLGAIER** Leelanau County  
PAM **NIEBRZYDOWSKI** Missaukee County  
MARC **MILBURN** Roscommon County

## CONSUMER & PRIVATE

MARNA **ROBERTSON**  
BLAIR **COLE**  
GRACE **RONKAITIS**  
MELANIE **CHANEY**  
REV. GERALD (JERRY) **COOK**  
LINDSEY **WALKER**  
ANTHONY (TONY) **ANSORGE**  
BRANDY **KEENEY**

KAT **BYERS**  
DEBBIE **BISHOP**  
CAROLYN (PEACHY) **RENTENBACH**  
DANA (SAM) **GETSINGER**  
KYRA **SUMMERS**  
EVELYN **MACIHA**  
CHUCK **CORWIN**  
BETHANY **PARENT**



Board Members with over 10 years service honored at our 50<sup>th</sup> Anniversary Celebration.

LEFT: Rev. Jerry Cook, Tony Ansonge, Marc Milburn.

RIGHT: Lindsey Walker, Debbie Bishop, Peachy Rentenbach.

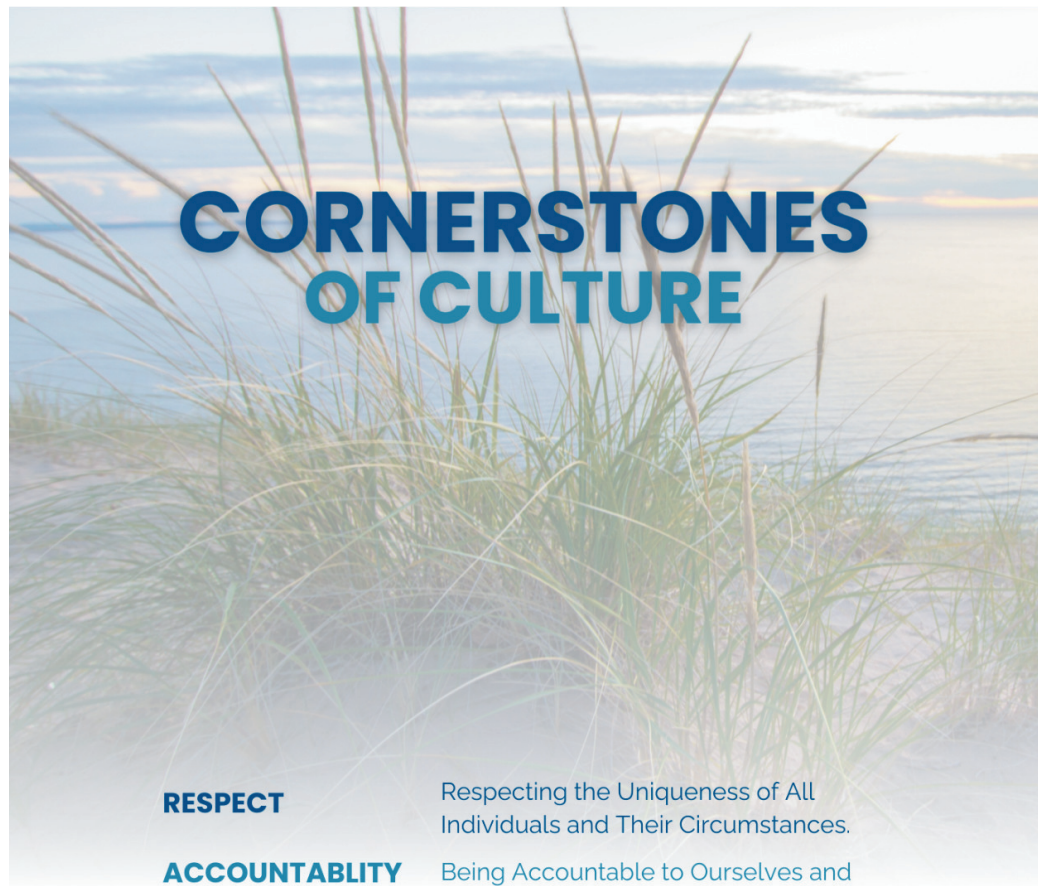


# MISSION

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

- RESPECT** Respecting the Uniqueness of All Individuals and Their Circumstances.
- ACCOUNTABILITY** Being Accountable to Ourselves and Those We Serve.
- ACCEPTANCE** Accepting and Supporting the Journey.
- COMPASSION** Being Compassionate in ALL We Do.
- COOPERATION** Continually Seeking Solutions for the Greater Good.

Serving Antrim, Benzie, Charlevoix, Emmet, Grand Traverse, Kalkaska, Leelanau, Missaukee, Roscommon and Wexford Counties since 1974.

Kerry Baughman, Melissa Thompson, Ricky Grissom and Jennifer Watkins volunteer at the Cherry Festival Parade.



CSFP food boxes packed and ready for distribution.



Dru O'Connor, Kerry Baughman and Board Member Pam Niebrdowski at Michigan's Legislative Day.



# OUR BIG ACHIEVEMENTS

NMCAA EMPLOYEES SAID:

91%

MAKES ME FEEL LIKE A PART OF SOMETHING MEANINGFUL

89%

FEELS NMCAA OPERATES BY STRONG VALUES



## RECOGNIZED AS TOP WORKPLACE



## REBRANDING



## NEW WEBSITE

CREATING A MORE USER FRIENDLY SITE WITH EASY NAVIGATION AND MORE ACCESSIBILITY FOR OUR NEIGHBORS IN NEED. WHILE ALSO INCREASING SEARCHABILITY AND AWARENESS.

## 50 YEAR ANNIVERSARY EVENT

NETWORKING WITH COMMUNITY. PROCLAMATIONS. LIVE PODCAST FEATURING HOUSING, EDUCATION AND ECONOMIC STABILITY. HONORING TENURED EMPLOYEES AND BOARD MEMBERS. A COMMEMORATIVE COMMUNITY ART SCULPTURE. LAUNCH OF REBRANDING.



# HOUSING SUPPORT



## HOME BUYER EDUCATION & MONEY MANAGEMENT

**100**

households completed Homebuyer Education workshops

**23**

households bought a new home

**48**

households completed Money Management workshops

**175**

households completed budget coaching

**21**

homeowners avoided foreclosure



## HOUSING AND ENERGY EFFICIENCY

### WEATHERIZATION

A total of **68** households.

**30**

elderly occupied

**26**

disabled occupied

**21**

w/  
children  
<18

### EMERGENCY HOME REPAIR

**27** households received Home Repair

**26**

elderly occupied

**16**

disabled occupied

**10**

w/  
children  
<18



## HOMELESS PROGRAMS

Committed to making homelessness rare, brief, and non-recurring in every community across our 10-county service region (23-counties in SSVF).

Serve a record **3,253** Individual (unduplicated) clients and **1,741** households.

Provide over **3,868** hours of housing-based case management.

Housing a total of **1,503** individuals.

**NeighborWorks®**  
CHARTERED MEMBER



# ECONOMIC STABILITY & BASIC NEEDS



## MEALS ON WHEELS



### HOME DELIVERED MEALS

**179,949** meals delivered to  
**1,147** homebound seniors.

### CONGREGATE MEALS

**16,705** meals served to  
**728** active seniors.

## FREE TAX PREPARATION



**3,674**

households  
received free  
income tax  
preparation

totaling **\$6,055,964**  
in credits and refunds put back in the hands of local neighbors

## THE EMERGENCY FOOD ASSISTANCE PROGRAM

**17,990** participants

**629,650** pounds of food



## COMMODITY SUPPLEMENTAL FOOD PROGRAM

**23,662** participants

**1,183,100** pounds of food

## LAUNDRY PROJECT

**3,093** individuals served

in Grand  
Traverse  
County



## DIAPER GRANT

**7,576** individuals served

distributing **9,157**  
packs of diapers





# EDUCATIONAL OPPORTUNITIES

## ACCESS TO PROGRAMMING 4,124 applications processed

<b>317</b> funded	<b>456</b> served	<b>EARLY HEAD START</b>
<b>573</b> funded	<b>623</b> served	<b>HEAD START</b>
<b>104</b> funded	<b>89</b> served	<b>GREAT START READINESS PROGRAM</b>
<b>60</b> funded	<b>50</b> served	<b>SCHOOL SUCCESS PARTNERSHIP</b>

## CREATING BRIGHTER FUTURES

<b>43</b> foster care children	<b>458</b> single parent families
<b>177</b> homeless children	<b>182</b> children diagnosed with a disability
<b>573</b> families utilizing public assistance	



## SCHOOL READINESS

percentage of children who met or exceeded expectations

<b>87%</b> social / emotional	<b>91%</b> cognitive
<b>93%</b> physical	<b>82%</b> literacy
<b>84%</b> language	<b>56%</b> mathematics



## SCHOOL SUCCESS PARTNERSHIP PROGRAM

<b>1918</b> student contacts	<b>328</b> barriers addressed	<b>152</b> groups attended	<b>77%</b> parental participation	<b>90%</b> improved or maintained overall academics
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# PROGRAM IMPACT

## HOMELESS PROGRAMS

"What you guys do is amazing. The fact that for the first time in three years I've been able to just walk to the bathroom and not go outside to walk from the camper to a house to do it is amazing. Turning on the heat when it gets too cold is awesome. You guys did something for me, that I have been fighting for three years for. And I am so so grateful."

- Anonymous (housed Summer 2024) Homeless Prevention client

## HOME REPAIR

"I have never felt more blessed to have been a part of this program. There is no way I could have afforded it on my own. I have had several comments on how good the roof looks"

- Christi C. Home Repair client who had a roof replacement

## HEAD START

It's helped us learn how to communicate with and teach our daughter. She has transformed completely since starting; she loves going so much, and it has become an essential part of our lives!

- Katie D. Head Start Parent

## HEAD START

All 4 of our children attended NMCAA's Head Start program, and we had nothing but positive experiences. All of the classroom teachers and assistants, as well as the additional support staff, that worked with our family were incredibly kind, caring, and knowledgeable. They were eager to help us come up with solutions for any issues we had, and worked hard to make sure our children were successful in their program.

- Parent of Traverse Heights and Manton Head Start Students



## VITA TAX PROGRAM

After struggling for many years preparing her own taxes and having them rejected, Jessica C. was in dire need of help. Her daughter needed the FAFSA filled out to follow her dream to Kendall College of Art & Design.

She was stressed, anticipating rejections once again, and reached out to NMCAA. Not only did they get two years income tax back filed for FAFSA, but her preparer also recouped stimulus money unaccounted post-pandemic.

"The FAFSA was filled out helping my daughter receive a FULLY paid first year of college at Kendall. The funds from the stimulus payments have helped so much financially with repairs around household, reestablishing credit, and I have a new feel for the future. I finally feel on track again and owe it deeply to NMCAA." - Jessica C., VITA Tax Program Client

# FINANCIAL USE OF RESOURCES

<b>HOUSING STABILITY</b>	<b>5,018,371</b>
Housing Financial Services	1,113,971
Heating & Utility Assistance	10,374
Homeless Prevention Services	2,106,006
Supportive Services for Veteran Families	1,788,020
<b>HOUSING AND ENERGY EFFICIENCY SERVICES</b>	<b>2,242,222</b>
Weatherization	1,723,924
Housing Rehab	518,298
<b>FOOD AND NUTRITION PROGRAMS</b>	<b>4,091,984</b>
Food Assistance	2,399,190
Senior Nutrition	1,692,794
<b>CHILD AND FAMILY DEVELOPMENT</b>	<b>17,320,024</b>
Head Start	9,831,153
Early Head Start	5,223,612
GSRP	1,691,486
Other	573,773
<b>OTHER PROGRAMS AND SERVICES</b>	<b>163,008</b>
<b>CORPORATE</b>	<b>124,474</b>
<b>TOTAL FISCAL YEAR 2024</b>	<b>28,960,083</b>

# LISTEN & LEARN

NEW EPISODE  
EVERY OTHER FRIDAY

PRODUCED IN  
PARTNERSHIP WITH  
**NEWLEONARD**



## THE COLLECTIVE US AN NMCAA PODCAST

WE ENCOURAGE YOU TO STRIVE  
EACH DAY TO DO SOMETHING TO  
HELP YOURSELF OR YOUR NEIGHBORS.



# SCAN TO LISTEN



### PETOSKEY

2240 Mitchell Park Dr.  
Unit A.  
231.347.9070  
800.443.5518

### TRAVERSE CITY

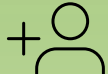
3963 Three Mile Rd.  
Traverse City, MI  
49686  
231.947.3780  
800.632.7334

### CADILLAC


1640 Marty Paul  
Cadillac, MI 49601  
231.775.9781  
800.443.2297

 **1K+**

Streams

 **60+**

Followers

 **72%**

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