

ANNUAL REPORT



NMCAA
2024

NORTHWEST MICHIGAN COMMUNITY ACTION AGENCY



PROVIDING OPPORTUNITY
FOR NEIGHBORS IN NEED



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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 | KAT BYERS |
| BLAIR COLE | DEBBIE BISHOP |
| GRACE RONKAITIS | CAROLYN (PEACHY) RENTENBACH |
| MELANIE CHANEY | DANA (SAM) GETSINGER |
| REV. GERALD (JERRY) COOK | KYRA SUMMERS |
| LINDSEY WALKER | EVELYN MACIHA |
| ANTHONY (TONY) ANSORGE | CHUCK CORWIN |
| BRANDY KEENEY | BETHANY PARENT |



Board Members with over 10 years service honored at our 50th Anniversary Celebration.

LEFT: Rev. Jerry Cook, Tony Anson, 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%

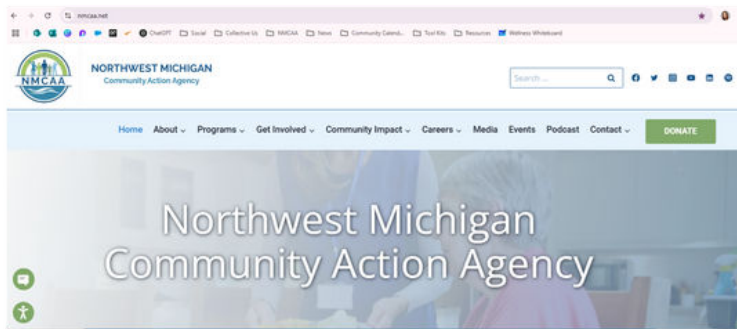
FEELS NMCAA
OPERATES BY
STRONG VALUES



RECOGNIZED AS TOP WORKPLACE



REBRANDING

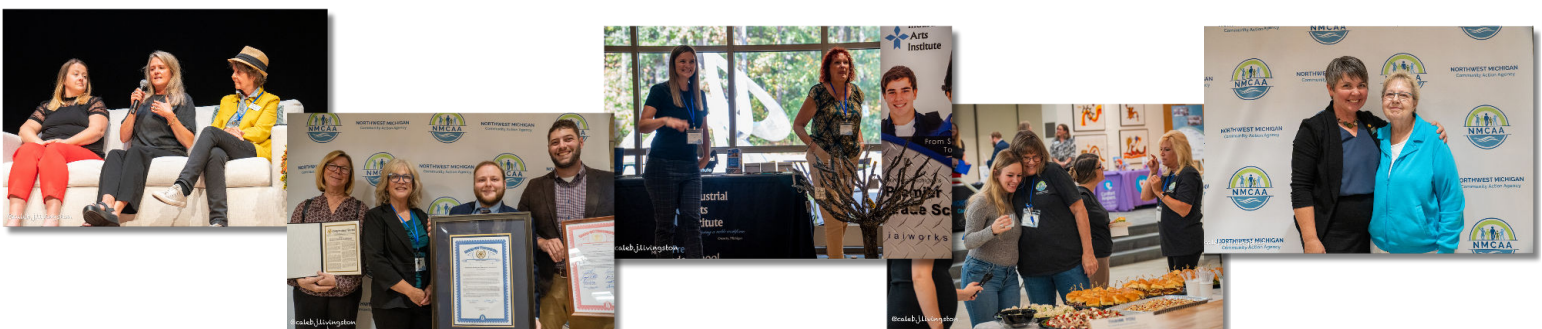


NEW WEBSITE

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



HOMEBUYER 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.



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

| | | |
|-------------------|-------------------|--------------------------------------|
| 317 funded | 456 served | EARLY HEAD START |
| 573 funded | 623 served | HEAD START |
| 104 funded | 89 served | GREAT START READINESS PROGRAM |
| 60 funded | 50 served | SCHOOL SUCCESS PARTNERSHIP |

CREATING BRIGHTER FUTURES

| | |
|---|---|
| 43 foster care children | 458 single parent families |
| 177 homeless children | 182 children diagnosed with a disability |
| 573 families utilizing public assistance | |



SCHOOL READINESS

percentage of children who met or exceeded expectations

| | |
|-------------------------------|------------------------|
| 87% social / emotional | 91% cognitive |
| 93% physical | 82% literacy |
| 84% language | 56% mathematics |



SCHOOL SUCCESS PARTNERSHIP PROGRAM



1918
student
contacts

328
barriers
addressed

152
groups
attended

77%
parental
participation

90%
improved or
maintained
overall
academics

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

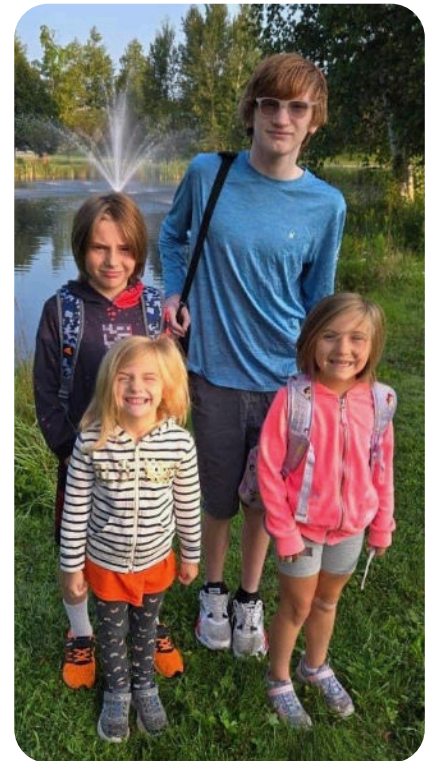
It's helped us learn how to communicate with and teach our daughter. She has transformed completely since starting; she loves going so much, and it has become an essential part of our lives!

- 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

| | |
|---|-------------------|
| HOUSING STABILITY | 5,018,371 |
| 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 |
| HOUSING AND ENERGY EFFICIENCY SERVICES | 2,242,222 |
| Weatherization | 1,723,924 |
| Housing Rehab | 518,298 |
| FOOD AND NUTRITION PROGRAMS | 4,091,984 |
| Food Assistance | 2,399,190 |
| Senior Nutrition | 1,692,794 |
| CHILD AND FAMILY DEVELOPMENT | 17,320,024 |
| Head Start | 9,831,153 |
| Early Head Start | 5,223,612 |
| GSRP | 1,691,486 |
| Other | 573,773 |
| OTHER PROGRAMS AND SERVICES | 163,008 |
| CORPORATE | 124,474 |
| TOTAL FISCAL YEAR 2024 | 28,960,083 |

LISTEN & LEARN

NEW EPISODE
EVERY OTHER FRIDAY

PRODUCED IN
PARTNERSHIP WITH
NEWLEONARD



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



PETOSKEY

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SCAN
TO
LISTEN

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