

SENDCAA 2022 ANNUAL REPORT



**HELPING
PEOPLE.
CHANGING
LIVES.**

WHO WE ARE

We empower our community through a variety of services that lift up our neighbors. We are dedicated to putting an end to homelessness and poverty in Region 5. This can be achieved by utilizing our Head Start, housing services, home energy efficiency improvement, career coaching, and so much more. We provided hope for over 2,000 households in 2022.

Our mission is to provide a range of services and activities designed to alleviate poverty and give low-income people the opportunity to improve their standard of living and achieve self-sufficiency.

SENDCAA's Core Values

Dependability

Our dedicated staff delivers quality and consistent services through trust and teamwork to meet the needs of our community.

Passion

We are committed to alleviating poverty and are driven to help our community thrive.

Solution Focused

Our knowledgeable team strives to provide goal-oriented services for those we serve to support them in achieving economic stability.

Compassion

We acknowledge the inequities of poverty and strive to create an atmosphere of dignity for those we serve.

Empowerment

We ensure individuals and families are given the resources necessary to thrive in their environment and communities.

MESSAGE FROM SENDCAA EXECUTIVE DIRECTOR

Community Action Promise

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 help each other.

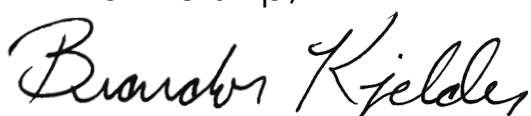
There are over 1,000 Community Action Agencies nationwide dedicated to this promise. This vast network is committed to fighting poverty and adapting to address the changing needs of the economically disadvantaged population in their community.

In 2022, we at SENDCAA had an abundance of success stories of families and individuals moving to self-sufficiency due to the services and resources we were able to provide. As we move into the future, we will continue to build on these successes and examine new and innovative ways to better serve the needs of those living in poverty in our community.

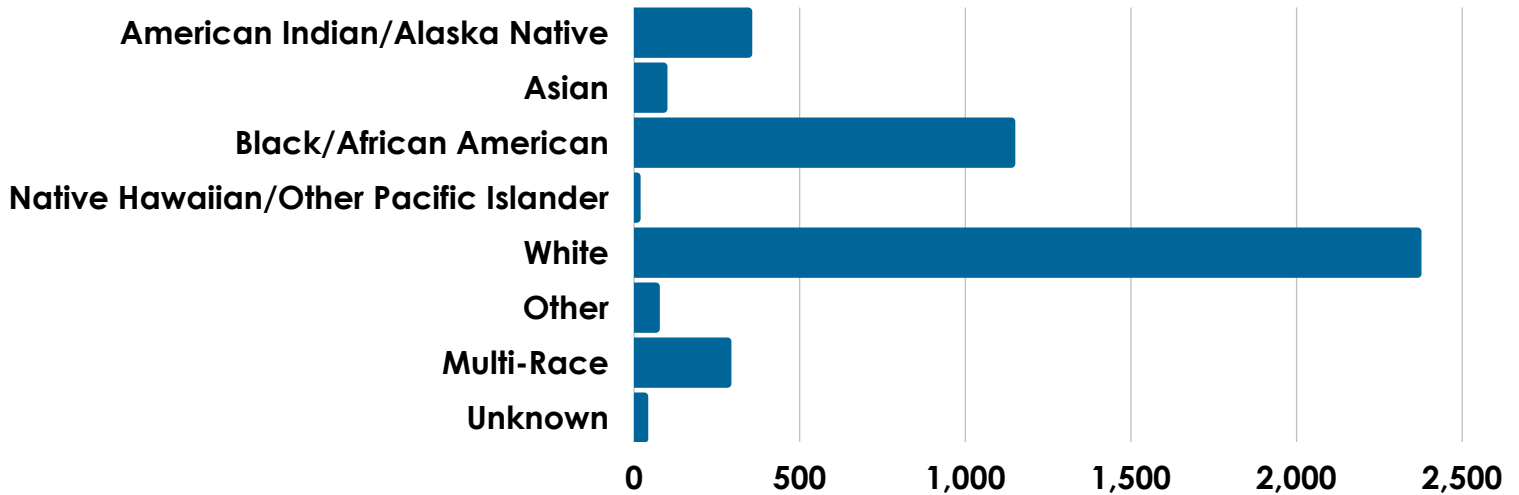
SENDCAA has a multitude of programs that help households battle economic hardships. We provide resources to families battling homelessness and offer housing opportunities. We provide education, childcare, and nutrition programs for children. We supply sufficient resources to improve living conditions, address emergency assistance needs and provide career coaching to ensure people get on a career path to achieve a higher wage.

We acknowledge that the root causes of poverty are always changing and recognize it is going to take a network of organizations willing to work together to address these conditions. We must continue to build and strengthen new and existing relationships to continue to help those that need it most in our community.

In Partnership,



RACIAL DISPARITIES



The purpose of SENDCAA's services is to decrease barriers and provide services to low-income households, thus lifting them out of poverty.

It has been imperative for SENDCAA to do this with an awareness of the relationship between poverty and race. Racial disparities are an important factor when addressing the barriers for those living in our community. One of the ways SENDCAA works to address racial inequity is by providing services with low barriers and implementing outreach within the community so that individuals have access to services. This increases access to resources for all individuals.

Focus areas and purposes that we've established to work with those disproportionately impacted by poverty, including New Americans, youth-headed households, BIPOC populations, Veterans, and those who are justice-involved are:

- Establish and increase collaboration and partnership among childcares, educational institutions, schools, and community-based organizations to leverage resources and align services.
- Identify and remove the gaps and barriers that currently exist.

SENDCAA will continue to work to reduce barriers that cause racial disparity.

IMPACT OF SENDCAA SERVICES



86% of the participants in the career coaching program entered or transitioned into a position that provided increased income and/or benefits.

444 children demonstrated improved positive approaches toward learning, including improved attention skills and achievement at basic grade level (academic, social, and other school success skills) due to Head Start Birth to Five and Childcare.



703 individuals with improved energy efficiency and/or energy burden reduction in their homes through Weatherization, furnace repair, and utility assistance.

336 individuals obtained safe and affordable housing.



BY THE NUMBERS

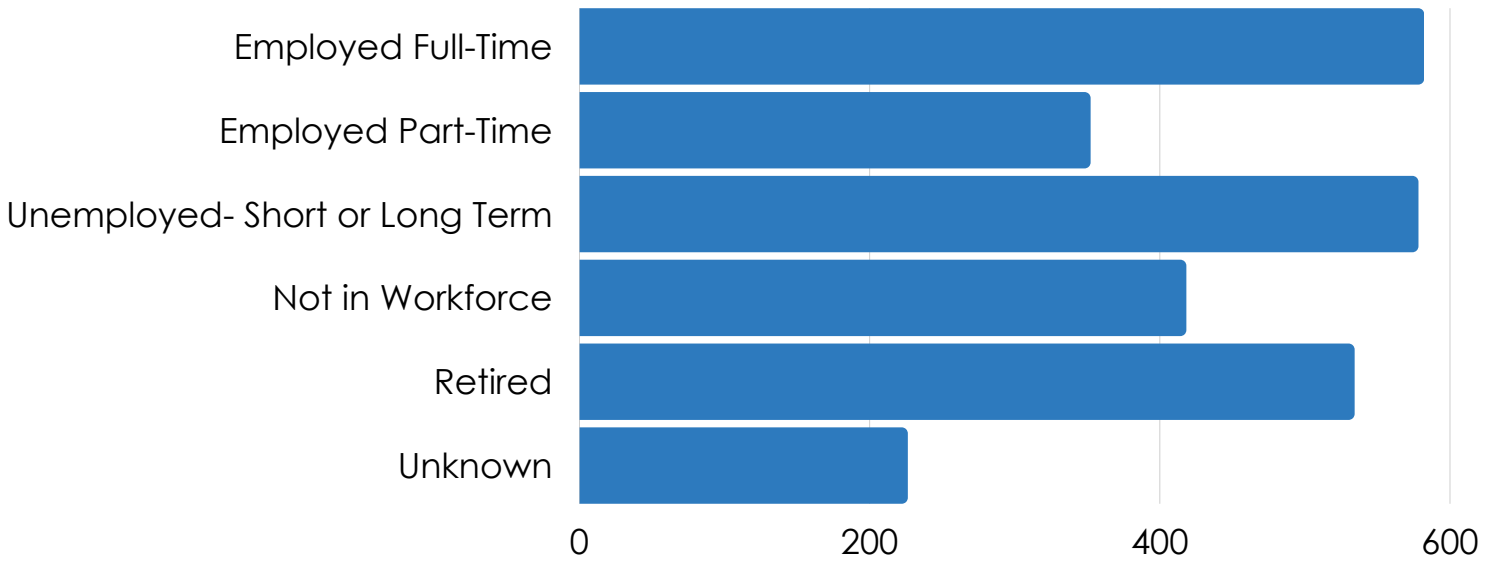


We served
4,405
people in 2022

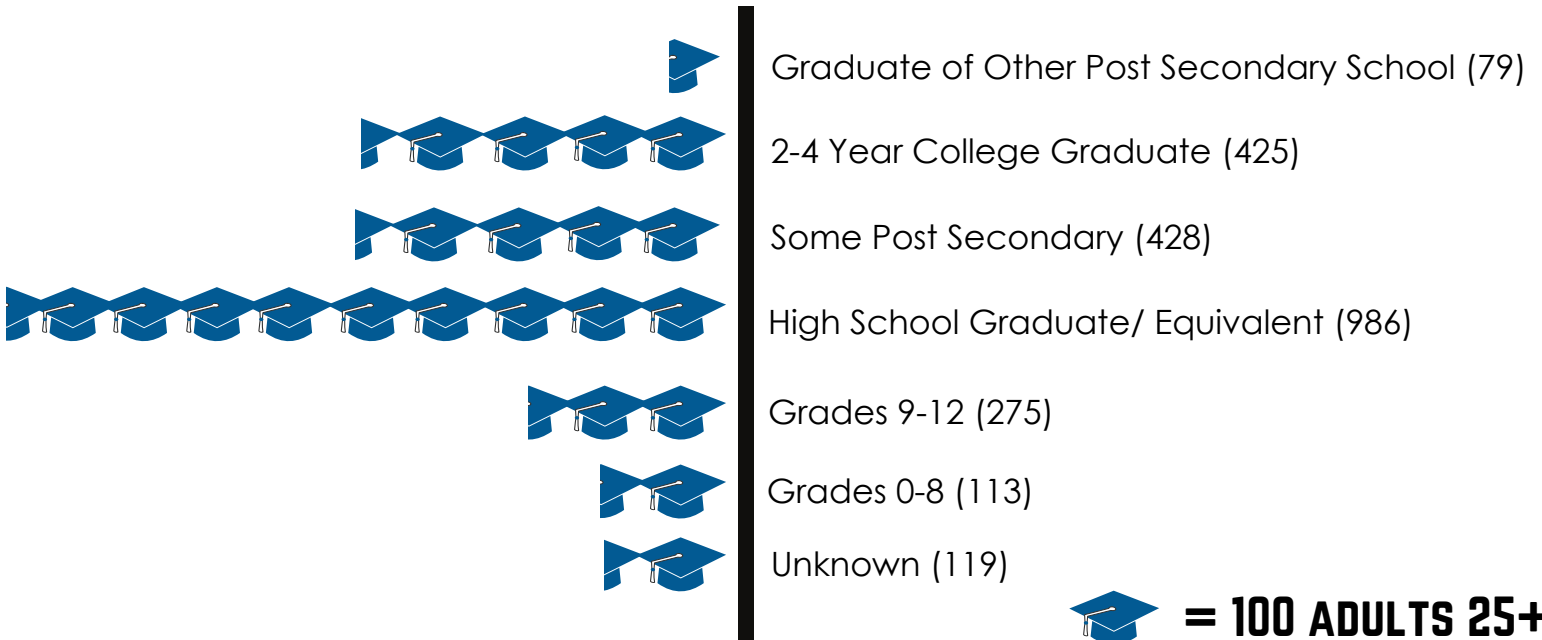


56% of people served
were women while 44%
were men, and .003%
identified as "Other"

EMPLOYMENT STATUS OF ADULTS



EDUCATION LEVEL OF ADULTS



IMPACT STORY: KAYLA'S STORY

Kayla volunteered to share her story with you. Kayla grew up in poverty and knew that she wanted to break the poverty cycle for her child. She enrolled her child in Head Start and Childcare, which helped her continue to pay her bills through the pandemic. Since then, she's been able to increase her income and her son was able to start school ready to succeed. She now owns a home, works full time, and has grown her family. She has broken the cycle of poverty for her family.

SENDCAA gave Kayla hope during trying times. Kayla knew that she did not need to fear for her child's wellbeing because of the services SENDCAA provided. Because Kayla knew she was giving her child the best care, it allowed her to have capacity to achieve her dreams.

IMPACT STORY: FROM UNHOUSED TO THRIVING

SENDCAA began to work with someone experiencing homelessness and fleeing domestic violence. They were staying at a local domestic violence crisis shelter, and couch hopping prior to that. The case manager was able to work with the community partners and rental property partnerships and after searching and applying to multiple places the client was able to find a place to call home.

Due to not have any income or employment, client needed help with their deposit and first month rent to move into her apartment. SENDCAA funding was utilized to assist the client with moving into their apartment. After moving into their apartment, the client found stable employment and started working.

IMPACT STORY: FROM UNHOUSED TO THRIVING

After two months of being in the apartment and despite active case management, the case manager received a call from the landlord that the client was facing eviction due to multiple noise complaints. The case manager immediately jumped to action and met with the client the same day to resolve the issue. The client shared with their case manager, for the first time, that they struggled with substance abuse and asked for help. Case manager connected the client to substance abuse assessment resources in our community that were able to provide assessment and a connection to outpatient treatment resources for the client per their request.

The case manager arranged a face-to-face meeting between the property manager, client, and case manager. The client advocated for themselves and shared their plan for substance abuse treatment, meeting with their case manager weekly, and managing future noise issues. The property manager agreed to continue to work with the client and not pursue eviction as long as the noise issues did not continue.

As of today, the client is still housed at the same apartment, has graduated treatment, maintained full time employment, and is considered self-sufficient with only periodical check-ins from their case manager.

This is a perfect example of why housing first and wraparound supports are so important. The client disclosed the care they needed when they felt safe and ready and had established a relationship with their case manager. Then they were connected to appropriate resources they could engage in and were able to move forward toward stability.

SENDCAA HIGHLIGHTS

Child and Adult Care Food Program

- April 18-22, 2022: Sharla Olson attended the 2022 National Child Nutrition Conference in New Orleans. There, she presented a workshop with Jennifer Basey from the National CACFP Sponsors Association (NCA) about how SENDCAA CACFP utilizes the NCA's Nutrition Calendar. Plus, she got to meet Elmo! (picture attached)
- Workshop synopsis: Where else can you find nutrition information, CACFP best practices, table crafts, physical activities, business tips, provider training modules, parent provider connection letter, child care curriculum and record keeping all in one place? NCA's Training Program & Nutrition Calendar is perfect for providers, centers and afterschool sites.
- June 2022: SENDCAA CACFP home monitors resumed in-home visits. At the start of the COVID-19 pandemic, the USDA had suspended all in-person visits and released procedures to conduct virtual desk audits. SENDCAA CACFP staff were excited to spend face-to-face time with childcare providers and kids after two years of only communication through e-mails and phone calls.
- October 29, 2022: SENDCAA-sponsored child care providers had the opportunity to hear from Julie Garden-Robinson with NDSU Extension about the nutrition facts label and Sarah Myers with Childcare Aware of ND about safety in the child care setting. This was our first in-person training since the start of COVID.

Childcare

- Midland National employees (Sammons Enterprise is the parent corporation) sponsored a childcare family for Christmas. Childcare picked a family for Midland to sponsor.



SENDCAA HIGHLIGHTS

Childcare

- Midland employees' families buy presents for everyone in the sponsored family, including family gifts. The families fill out a Christmas wish list and we send it to Midland. *pictured
- This fall we had 12 children graduate from SENDCAA Child Care and enter Kindergarten. We provide opportunities for children to grow and develop through exploration and experimentation with various learning materials which will allow them to be developmentally ready to enter Kindergarten. "My boys made great progress & advanced exceptionally". (SENDCAA parent survey)
- Child Care had another successful garden this year. Judy worked with the children planting, watering, and weeding the garden. We were able to harvest carrots, peppers, peas, radishes, beans, tomatoes, and cucumbers. We discovered that the children would eat more of the vegetable they planted and picked.



Home Energy and Rehab

- Keegan won the Pushing the Envelope award for Innovation in Weatherization from Energy Out West. *pictured
- New Weatherization Readiness funds created new opportunities to help our clients that have issues with their homes. For one project, readiness funds were used to replace a client's tub. The tub had multiple holes in it and was causing damage below it. Several clients will have incredibly impactful changes to their homes, such as new roofs, siding, and new gutter systems.
- In August, we had two staff present at the Energy Out West conference in Denver CO. Dustin Myhre and Albert Dalmeida put on a fantastic presentation in one of the sessions!



SENDCAA HIGHLIGHTS



Head Start Birth to Five

- Head Start Birth to Five had so much fun in 2022, including learning to quilt *pictured, cookie decorating, reading visitors, Week of the Young Child special activities, and a "Thank you Jamboree" for all Early/Head Start staff! The children learned gained skills to achieve at their grade level.
- In June our program held a summer program for 60 children that prioritized children with disabilities and children who were venturing off to kindergarten in the fall. Teachers continued to implement curriculum and plan activities to continue supporting growth and development for the children enrolled.
- We had a "nap room" project at Early Head Start that improved the health and safety for children in services at Early Head Start.



Housing-RVCDC

- Continued completion of any/all state related compliance reporting for LIHTC, HOME, and HIF programs .
- On average, we have a 90% overall occupancy rate, successfully keeping people in affordable housing.
- Implemented incentives have proved to be effective and we continue to use them at certain properties in order to fill vacancies. During the course of 2022, we were able to take 1 property from a 43.75% vacancy to 93.75%.



Self-Sufficiency

- The Self-Sufficiency Department added two new programs: Whole Family Coaching and Childcare Navigation!
- Several case managers worked closely with the Furniture Mission every Wednesday to secure furniture for those moving into apartments *pictured.
- Provided support to over 600 households on ND Rent Help with case management.



PROGRAM OUTCOMES

Outcome Indicator	Number of Individuals Served	Target (#)	Actual Results (#)	% achieved
Employment				
The number of unemployed adults who obtained employment up to a living wage.	62	42	31	50%
The number of unemployed adults who obtained and maintained employment for at least 90 days up to a living wage.	33	42	30	91%
The number of unemployed adults who obtained and maintained employment for at least 180 days up to a living wage.	36	42	30	83%
The number of unemployed adults who obtained employment with a living wage or higher.	5	6	5	100%
The number of unemployed adults who obtained and maintained employment for at least 180 days with a living wage or higher.	5	2	5	100%
The number of employed participants in a career-advancement related program who entered or transitioned into a position that provided increased income and/or benefits.	42	42	36	86%
Of the above, the number of employed participants who increased income from employment through wage or salary amount increase.	42	42	36	86%
Of the above, the number of employed participants who increased income from employment through hours worked increase.	42	42	36	86%
Of the above, the number of employed participants who increased benefits related to employment.	42	42	36	86%
Number of employed individuals at risk of losing employment who maintained employment as a result of CAA interventions.	4	3	4	100%
Education				
The number of children (0 to 5) who demonstrated improved emergent literacy skills.	522	500	444	85%
The number of children (0 to 5) who demonstrated skills for school readiness.	522	500	444	85%
The number of children and youth 0-5 who demonstrated improved positive approaches toward learning, including improved attention skills.	522	500	444	85%
The number of children and youth 0-5 who are achieving at basic grade level (academic, social, and other school success skills)	522	500	444	85%
The number of individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills.	63	52	48	76%

PROGRAM OUTCOMES

Income and Asset Building	Number of Individuals Served	Target (#)	Actual Results (#)	% achieved
The number of individuals who achieved and maintained capacity to meet basic needs for 90 days.	156	150	113	72%
The number of individuals who achieved and maintained capacity to meet basic needs for 180 days.	100	75	89	89%
Housing				
The number of individuals experiencing homelessness who obtained safe temporary shelter.	14	5	14	100%
The number of individuals who obtained safe and affordable housing.	339	300	336	99%
The number of individuals who maintained safe and affordable housing for 90 days.	474	400	441	93%
The number of individuals who maintained safe and affordable housing for 180 days.	165	225	151	92%
The number of individuals who avoided eviction.	296	300	294	99%
The number of individuals who experienced improved health and safety due to improvements within their home (e.g. reduction or elimination of lead, radon, carbon dioxide and/or fire hazards or electrical issues, etc).	95	100	95	100%
The number of individuals with improved energy efficiency and/or energy burden reduction in their homes.	703	700	703	100%
Number of individuals who avoided a utility shut-off.	354	300	353	100%
Number of individuals who obtained utilities.	2	1	1	50%
Number of individuals whose energy service was restored after disconnection	175	125	174	99%
Number of individuals whose inoperable home energy equipment was repaired or replaced.	292	290	292	100%
Health and Wellness				
The number of individuals who demonstrated improved physical health and well-being.	486	200	174	36%
The number of seniors (65+) who maintained an independent living situation.	605	475	587	97%
The number of individuals with disabilities who maintained an independent living situation.	833	700	684	82%
The number of individuals with a chronic illness who maintained an independent living situation.	218	200	211	97%
Number of individuals who reported a better sense of food security.	486	200	174	36%
Civic Engagement				
The number of individuals who increased skills, knowledge, and abilities to enable them to work with Community Action to improve conditions in the community.	15	15	8	53%
Of the above, the number of Community Action program participants who gained other skills, knowledge and abilities to enhance their ability to engage.	15	15	8	53%
Outcomes Across Domains				
The number of individuals who achieved one or more outcomes in the identified National Performance Indicators in one or more domains.	2104	2000	2057	98%

PROGRAM SERVICES

Vocational Training	39	Resume Development	9
Career Coaching	70	Employment Supplies	52
Early Head Start	76	Childcare Early-Childhood (0-5 yr. old) Education	36
Head Start	480	VITA Tax Preparation program	485
Financial Capability Skill Training	81	Eviction Counseling	56
Rent Payments (includes Emergency Rent Payments)	347	Permanent Housing Placements	201
Deposit Payments	115	Landlord/Tenant Rights Education	45
Utility Payments	353	Temporary Housing Placement	14
Home Repairs (e.g. structural, appliance, heating systems. etc.)	300	Energy Efficiency Improvements (e.g. insulation, air sealing, furnace repair, etc.)	185
Utility Arrears Payments	174	Rental Counseling	179
Immunizations	235	Child Dental Services	57

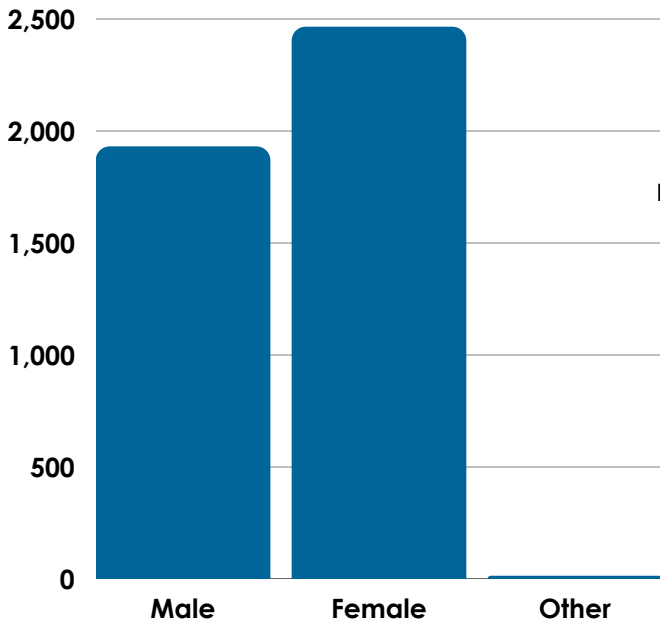
PROGRAM SERVICES

Child Dental Exams	277	Senior Food Box Distribution	486
Tri-partite Board Membership	27	Case Management	190
ND Rent Help Eligibility Determinations	1129	Community Referrals	2479
Transportation Services (e.g. bus passes, bus transport, gas, auto repair)	60	Child Care payments	9

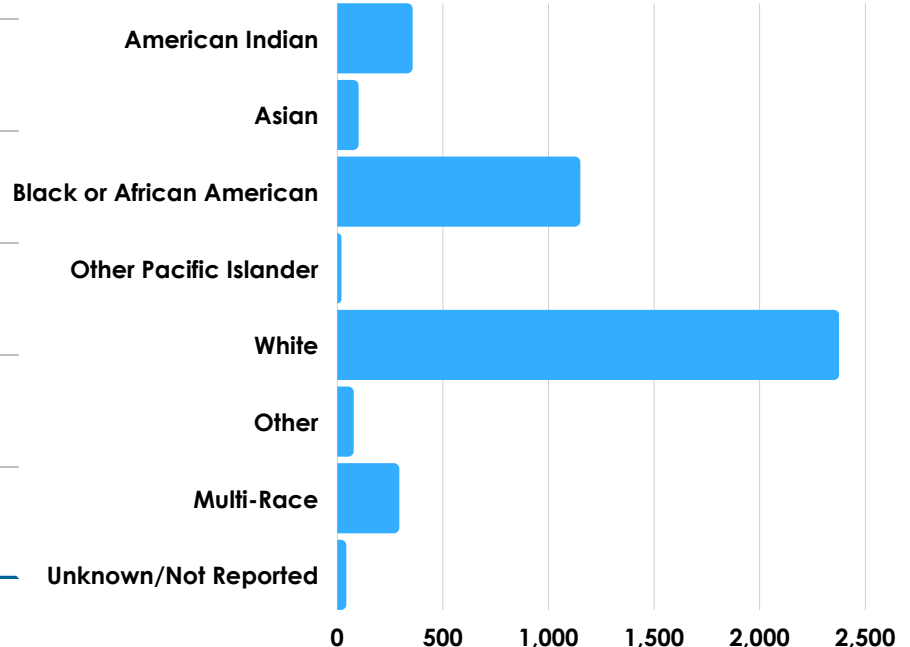
DEMOGRAPHICS REPORT

Data collected from all 4,405 individuals with low-income characteristics.

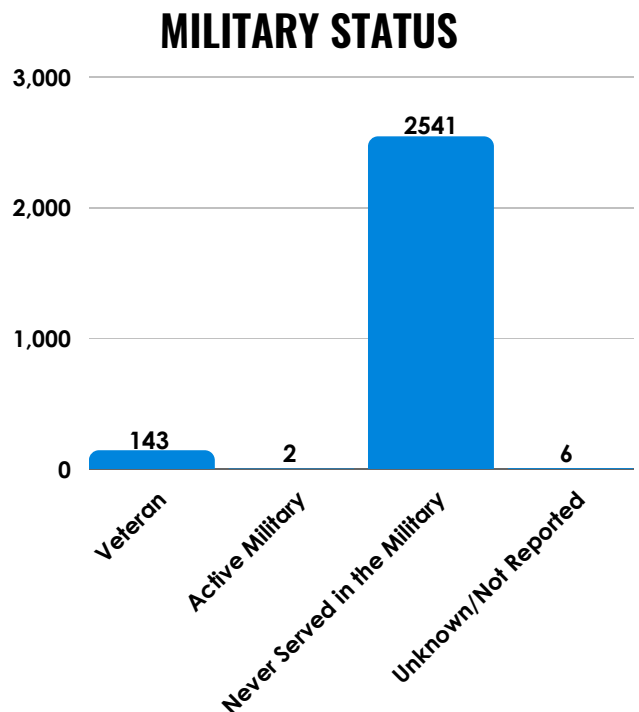
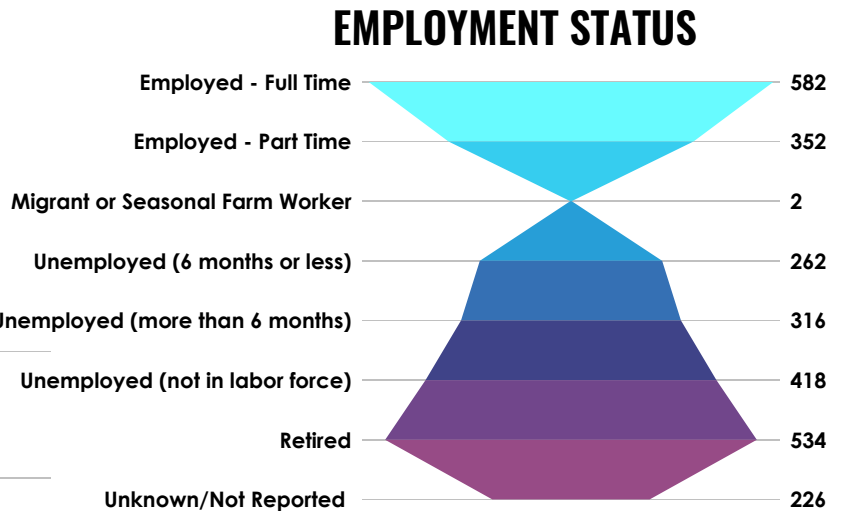
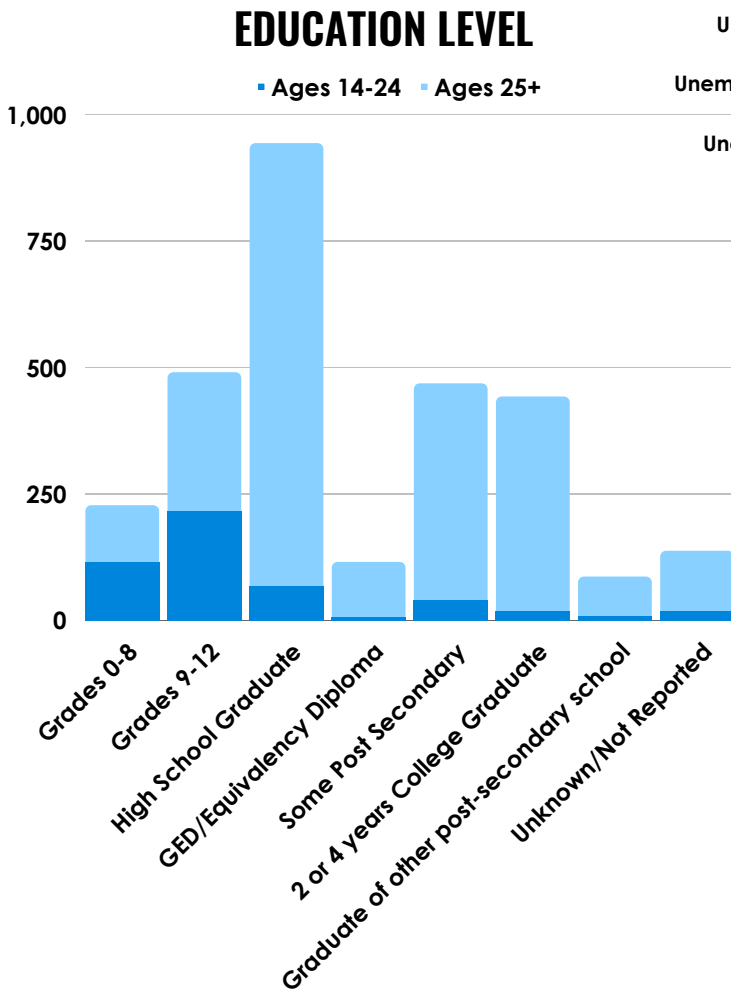
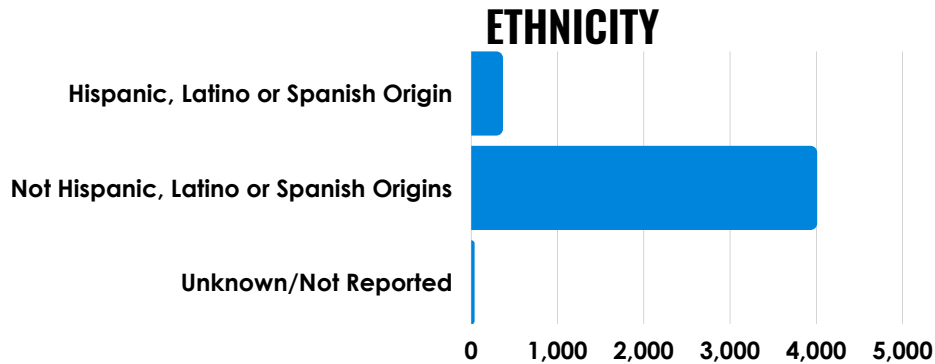
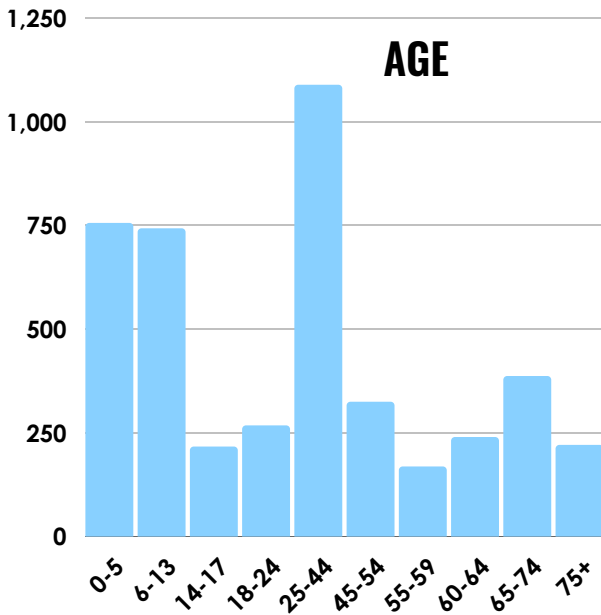
GENDER



RACE



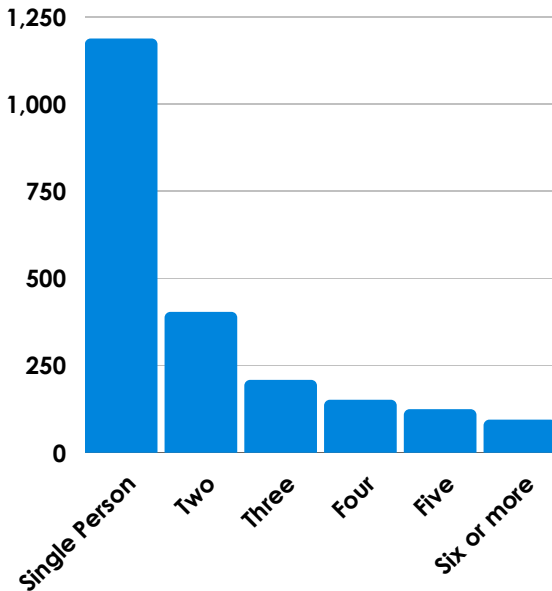
DEMOGRAPHICS REPORT



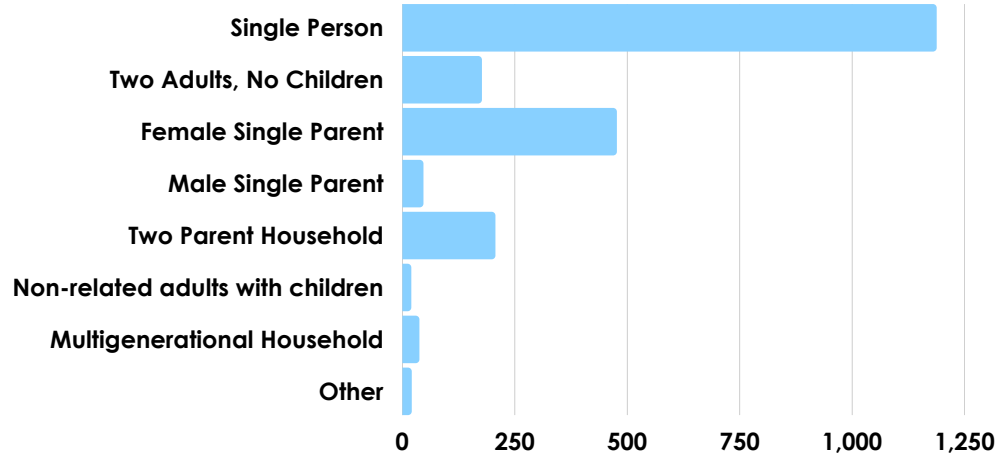
DEMOGRAPHICS REPORT

Data collected from all 2,167 households with low-income characteristics.

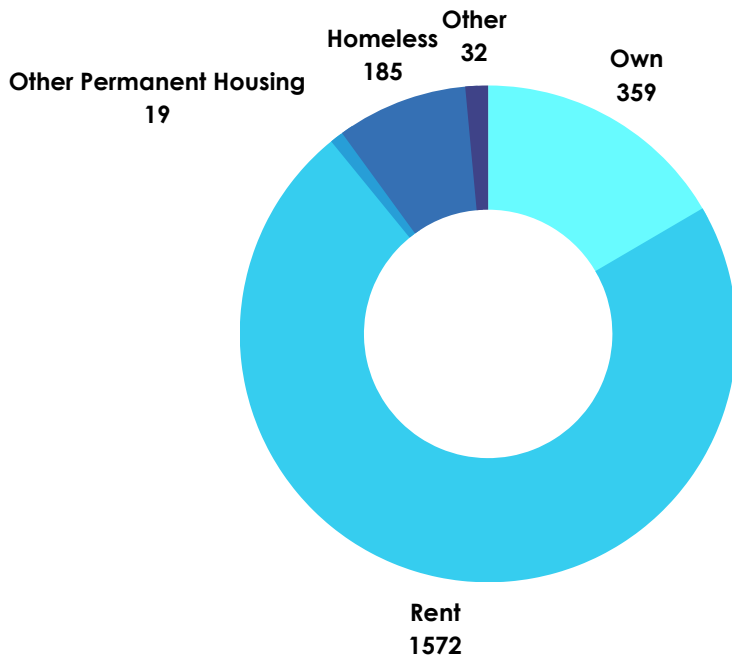
NUMBER OF CHILDREN



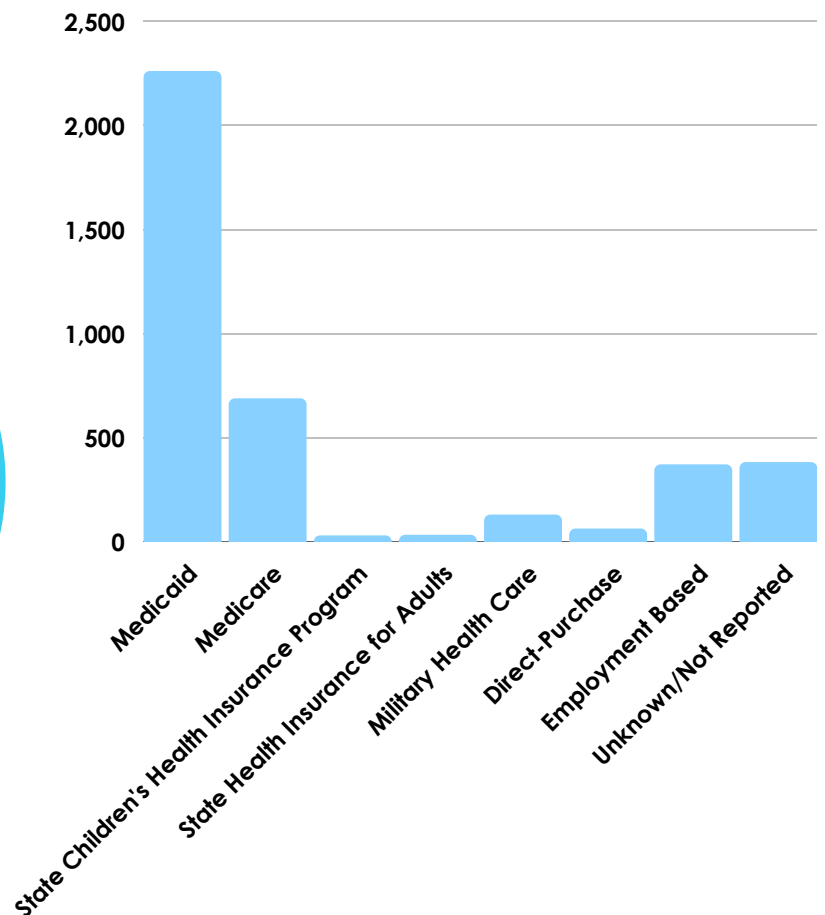
FAMILY DYNAMIC



HOUSING

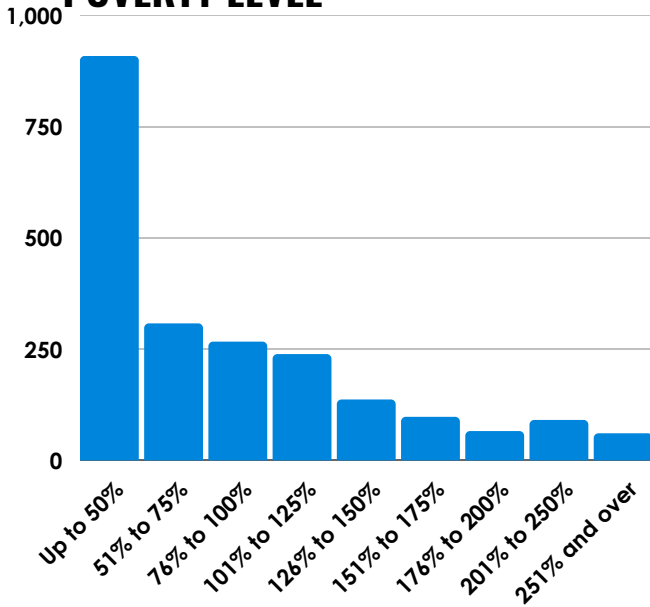


HEALTH INSURANCE SOURCES

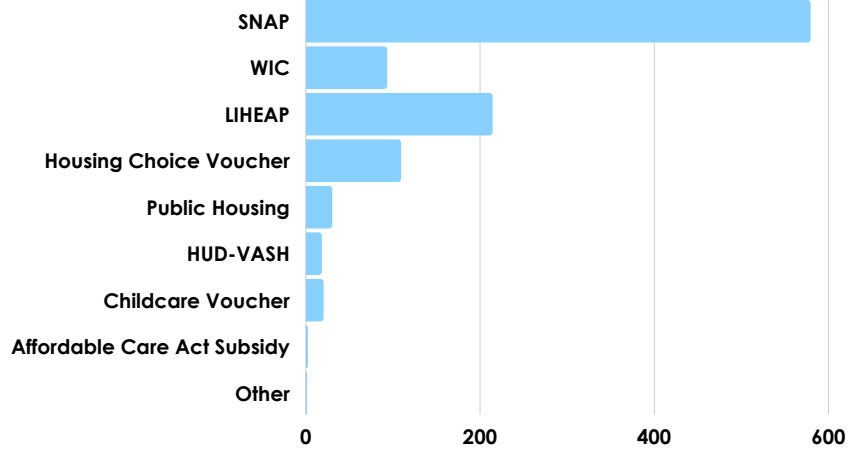


DEMOGRAPHICS REPORT

POVERTY LEVEL



NON-CASH BENEFITS



FORMS OF INCOME

Income from Employment Only	327
Income from Employment and Other Income Source	138
Income from Employment, Other Income Source, and Non-Cash Benefits	79
Income from Employment and Non-Cash Benefits	163
Other Income Source Only	432
Other Income Source and Non-Cash Benefits	377
Non-Cash Benefits Only	171
No Income	480

OTHER INCOME SOURCES

Pension	50
Temporary Assistance for Needy Families	14
Child Support	112
Alimony or Spousal Support	8
Social Security Disability Income	181
Supplemental Security Income	230
Unemployment Insurance	16
Retirement Income for Social Security	458
VA Service Connected Disability	54
VA Non-Service Connected Disability	14
Other	93

2022 UNAUDITED FINANCIAL STATEMENT

Revenue and Support	
Grant Revenue	\$8,755,433
USDA Meal Reimbursements	\$1,934,916
Contributions	\$69,346
Rent Income	-
Contract Income and Fees	\$729,069
Other	\$41,381
Total Revenues	\$11,530,145
Expenses	
Salaries and wages	\$4,770,637
Fringe benefits	\$1,163,695
Advertising	\$2,768
Contractual Services	\$369,615
Dues, fees, and subscriptions	\$47,230
Equipment lease and maintenance	\$549,531
Food, rent, and other assistance	\$2,427,073
Insurance	\$89,645
Interest	\$3,084
Loan forgiveness expense	-
Loss of sale on fixed assets	-
Materials	\$774,966
Occupancy	\$761,649
Postage	\$11,391
Printing	\$20,179
Supplies	\$270,381
Telephone	\$55,273
Travel, training, and mileage	\$191,666
Total Expenditures	\$11,508,781

2021 AUDITED FINANCIAL STATEMENT

Revenue and Support	
Grants	\$8,680,315
USDA Meal Reimbursements	\$1,975,642
Contributions	\$30,639
Contract Income and Fees	\$679,056
Other	\$23,604
Total Revenues	\$11,386,256
Expenses	
Salaries and Wages	\$4,518,165
Fringe Benefits	\$1,146,141
Advertising	\$7,882
Contractual Services	\$490,867
Dues, Fees and Subscriptions	\$69,802
Equipment Lease and Maintenance	\$165,262
Food, Rent and Other Assistance	\$2,866,016
Insurance	\$120,243
Interest	\$4,866
Loan Forgiveness Expense	\$1,174,219
Loss on Sale of Fixed Assets	\$11,165
Materials	\$636,915
Occupancy	\$586,466
Postage	\$20,068
Printing	\$19,109
Supplies	\$286,800
Telephone	\$66,707
Travel, Training and Mileage	\$151,949
Other	\$157,396
Total Expenses	\$12,500,038

THANK YOU TO OUR SUPPORTERS!

