

2 0 2 3 I M P A C T R E P O R T

WE WALK ALONGSIDE YOU
ON THE JOURNEY
TO SELF-SUFFICIENCY

FIGHTING POVERTY WITH ALL OUR



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 2023.

Our Mission

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.

Our Vision

We envision a community without poverty where everyone has an opportunity to thrive!

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 THE EXECUTIVE DIRECTOR



Embracing Challenges

At some point in our lives most of us will be affected by poverty in some way. It could be a friend, a family member, a co-worker, or even ourselves. It doesn't matter if this financial crisis was caused by an unfortunate consequence of life, or it has endured over generations. One thing is clear, at SENDCAA we are here to cultivate hope and empower children and families to overcome these economic obstacles.

“**One thing is clear, at SENDCAA we are here to cultivate hope and empower children and families to overcome these economic obstacles.**”

For nearly 60 years SENDCAA has been helping low-income people in our community. Our programs provide the resources that help secure jobs and pay a living wage, provide and improve affordable housing, prevent homelessness, and prepare children for a future of success.

We understand that breaking the cycle of poverty and achieving self-sufficiency is not easy. Our team is prepared to help families embrace these challenges and improve the odds of success. In 2024, we will continue to examine what new opportunities and partnerships can be built to enhance our services and continue to find new ways to help those struggling financially.

In Partnership,

COMMITMENT TO RACIAL EQUITY

SENDCAA remains committed to challenging the intersection of poverty and race, while equipping our staff to promote Diversity, Equity, and Inclusion. SENDCAA's data shows that those enrolled in SENDCAA's programming are disproportionately BIPOC populations as compared to the general population from Census data.

Race and Hispanic Origin	Census Data	SENDCAA
White alone	85.9%	53.13%
Black or African American alone	6.9%	28.78%
American Indian and Alaska Native alone	1.6%	7.89%
Asian alone	3.2%	1.84%
Native Hawaiian and Other Pacific Islander alone	0.1%	0.25%
Two or More Races	2.4%	6.34%
Hispanic or Latino	3.2%	7.55%

SENDCAA acknowledges that racial disparities lead to certain populations experiencing poverty at a higher rate than others. Racial equity work is the intentional practice of changing policies, practices, systems, and structures by prioritizing measurable change in the lives of people of color. Educational opportunities are organized to increase competency in equity concepts. We also lift up the voices of those most likely to be disenfranchised: BIPOC and poverty, through advocacy efforts and creating pathways for community involvement. We connect people to board memberships, scholarship opportunities, training resources, and all opportunities to create educational opportunities for all around racial equity. We are dedicated to improving outcomes for all populations impacted by poverty.

IMPACT AND OUTCOMES

36 unemployed adults obtained and maintained employment for at least 90 days through Career Coaching and connection to training.

31 individuals obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills.

507 children (0 to 5) demonstrated skills for school readiness through Affordable Childcare and Head Start Birth to Five program.

506 individuals avoided eviction after SENDCAA intervention.

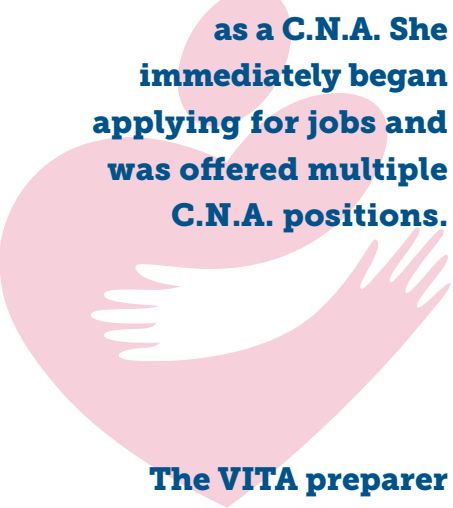
691 individuals had improved energy efficiency and/or energy burden reduction in their homes.

207 individuals' inoperable home energy equipment was repaired or replaced.

129 seniors had a better sense of food security



IMPACT STORIES



This client passed both her written and skills exams on the first attempt, which is no easy feat, and obtained her license as a C.N.A. She immediately began applying for jobs and was offered multiple C.N.A. positions.

The VITA preparer shared with the family that not only were they getting a return, but they qualified for the Earned-Income Tax Credit therefore their return was substantial.

A single mom enrolled in SENDCAA's Career Coach Program to further her education and become a licensed CNA.

This client showed up to class every day after working the night shift, determined to create a better life for her and her daughter. She would pick up other additional hours after class to do everything she could to catch up on her bills. This client passed both her written and skills exams on the first attempt, which is no easy feat, and obtained her license as a C.N.A. She immediately began applying for jobs and was offered multiple C.N.A. positions. This single female parent led family faced many barriers such as lack of transportation due to vehicle being stolen, housing instability due to availability of affordable housing, and surviving on limited income. The Career Coach walked with this family to address barriers during and after the successful completion of C.N.A. training—lifting them every step of the way.

A single parent with an adult son with health conditions presented for VITA services.

This family had recently been evicted, was living in their vehicle in a local grocery store parking lot. This family shared with staff that their vehicle had also just broken-down days before coming to their tax appointment. This family not only accessed VITA services, but staff also worked quickly to connect the family to basic need items to ensure they were safe while staying in their vehicle, connected to 211 and housing support. This family just needed the finances to afford paying deposit and first month's rent, so they no longer had to stay in their vehicle during winter. The VITA preparer shared with the family that not only were they getting a return, but they qualified for the Earned-Income Tax Credit therefore their return was substantial. Both the mom and son had tears in their eyes knowing that very soon, they would have the funds needed to obtain their own safe, affordable housing.

PROGRAM HIGHLIGHTS: HEAD START



▲ Dakota Barber Academy provided free haircuts for our children.



▲ Pride & Joy Rescue brought horses and goats to visit our South location.



▲ NDSU Extension provided nutrition education.



The 2023 year brought the Head Start program a lot of new changes.

We have hired 27 new staff and have had staff change positions to grow in their career at Head Start. This year also provided reflection and change with writing a new 5 year grant for our program. The goals that we will be focusing on over the next five years include staff retention, mental health and disabilities, communication, parent involvement, and community partnerships.

IMPACT

510 children
demonstrated improved literacy skills

329 children
received dental exams

The biggest event of our year was the opening of Kappel Head Start in October! Our new site is located at 2761 12th Avenue South, Fargo, ND 58103. Remodeling took place to make the classrooms slightly larger and we renovated the kitchen and became licensed to cook food in it! We were able to reopen one full day and two-part day classrooms, which had been closed the previous year due to not having a location for them. Our new site is connected to the Tri-City Soccer complex, and we have developed a new partnership with them which allows our children and classrooms to use their soccer field in the winter.

We had so many exciting things to share about our Head Start Birth to Five program! You can view the full Head Start report on our website www.sendcaa.org.

One parent told us **"My child is happy and very thrilled to be at school."**

PROGRAM HIGHLIGHTS: CHILD CARE



SENDCAA Child Care Center is committed to more individualized learning to maximize each child's potential. Teachers align developmental objectives to promote the children's social-emotional development and learning in the core areas of literacy, mathematics, science, and social studies.

SENDCAA Child Care provides opportunities for children to grow and develop through exploration and experimentation with various learning materials which allows the children to be developmentally ready to enter Kindergarten. **"My child has grown so much and I owe you a big thank you!"** (SENDCAA parent survey)



▲ Our children are excited to use our book lending library. We love cultivating a lifelong love of reading, learning new words, improving cognitive skills, and helping along the process of cognitive development!

IMPACT

29

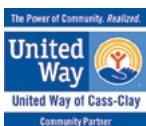
children

received high quality,
affordable childcare

29

families

were able to continue
employment or school
because of access
to childcare



SENDCAA is a United Way of Cass-Clay Community Partner collaborating toward BOLD Community Goals.

PROGRAM HIGHLIGHTS: CHILD CARE FOOD PROGRAM



▲► CACFP was able to deliver various vegetable seeds to providers, donated by Growing Together Community Gardens, and took what they learned in Don Kinzler's conference presentation to plant the seeds with the daycare children, watch them grow, and try them in their meals.



CACFP hosted two conferences in 2023. The spring Mini Conference featured Don Kinzler, NDSU Extension Agent & Cass County Horticulturalist, talked about the basics of gardening, including tips of creating a traditional, in-ground garden, raised bed, or gardening in containers. Sarah Myers, Registered Nurse with Child Care Aware of ND, talked about common illnesses and exclusion guidelines for home daycares. Providers learned how illnesses are spread, ways to prevent the spread of illness, and examined common illnesses in child care that may/may not require a child to be sent home. Our Fall Mini Conference, featuring a hands-on cooking demonstration from local chef, Sara Watson. Attendees also heard from Lindsey Burkhard, the ND Child Sexual Abuse Prevention Task Force Director, about how to identify and prevent child sexual abuse.

CACFP staff dedicated a Child and Adult Food Program awareness week to debunking myths and misconceptions about the Food Program through social media and daycare home visits. The campaign is to raise awareness of how the USDA's Child and Adult Care Food Program works to combat hunger. We are glad to have support from the Governor of North Dakota, as Governor Burgum signed a proclamation recognizing CACFP Week in North Dakota.

One provider said: **"After 41 years on the SENDCAA Food Program, I can say that it's a great program and all of you staff have been awesome! Always helpful and kind. I will miss that!"**

IMPACT

288
unique providers

3,639
unique children
enrolled

944,484
meals claimed

PROGRAM HIGHLIGHTS: SELF-SUFFICIENCY



The Self-Sufficiency team at SENDCAA continues to demonstrate our commitment to helping people and changing lives.

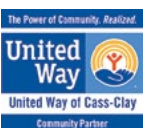
The team was recognized at the Fargo Moorhead Coalition to End Homelessness Annual Conference by winning the award for Outstanding Coalition Partner of 2023. The award is given to an agency or organization that has contributed significantly to the Coalition’s mission of working in partnership to achieve permanent solutions to prevent and end homelessness.

We fully launched the Whole Family program at the beginning of 2023. This program is one of few in the region and is a key resource in dismantling the cycle of poverty for future generations. Families’ needs are interwoven; when children succeed, parents also succeed and vice versa. Our whole family coaches provide support for the entire family, including children or dependents. The Whole Family program values family voices in co-creating a service plan. Strategies include family-centered case management, education and career pathways, social support from peer relationships and cohort-based services, high-quality early childhood education, and access to necessary health and human services for all family members.

One person said **“I was hopeless, SENDCAA gave me hope. The case worker from SENDCAA went beyond her call of duty. I shall never forget her.”**



▲ Some of the team’s highlights included great team members and interns, the Homeless and Hunger Silent Auction, and seeing people achieve self-sufficiency.



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IMPACT

Served
1,458
households
totaling
2,588
individuals
in 2023

31
individuals
earn certificates, degrees
or credentials through
Career Coaching

506
individuals
avoided eviction.

PROGRAM HIGHLIGHTS: RVCDC HOUSING



In 2023, RVCDC added two more solely owned projects to our Affordable Housing portfolio.

Staff attended an annual LIHTC Compliance workshop to keep up on rules and requirements. The program coordinator also attended a training in regard to a new and upcoming inspection protocol that is set to roll out in 2024, NSPIRE.

RVCDC continues to maintain relatively low vacancy percentages throughout the year. In order to further our mission of providing safe and affordable housing in the areas that we serve; we continue to extend incentives to properties that may experience difficulties with occupancy.

A resident told us **"We really like our town house and the availability of the community room."**



▲ Residents of Sheyenne Commons participated in a focus group about the needs in our community. They were able to offer feedback about how inflation has impacted their ability to meet basic needs and struggles with accessing resources due to technology changes.

IMPACT

**Over
180 units**
of affordable housing
in Region V

**Over
60% of the units**
are rented by people 60 years of age and older,
providing housing to the highest rising population
experiencing housing cost burden in our region.

PROGRAM HIGHLIGHTS: WEATHERIZATION



In 2023, Weatherization completed 82 projects that ensured homes had sufficient insulation and ventilation to improve health, safety, and energy savings. An energy auditor visits each family to decide which energy and money-saving measures would be most effective for the home.

The Weatherization team also repaired or replaced 189 furnace, water heater, and cooling systems through the Emergency Heating and Cooling program. The Cooling program updated eligibility guidelines, and in 2023 anyone eligible for LIHEAP was eligible for cooling assistance with either window or wall air conditioning unit or the installation of a central air system.

The Helping Hands Program served 8 homes for the year of 2023. This program addresses a variety of home improvements, such as roofing repairs, plumbing issues and the possibility of other miscellaneous home improvements.

A new service we were able to provide to 11 households in 2023 was Weatherization Readiness. Work done on the homes includes roof repair, siding and gutter replacement, fascia board and soffit replacement, siding replacement, plumbing and electrical repairs, and more.

One person sent us an email that said **“A crew of four men from SENDCAA were at my house yesterday doing weatherization work. All four men showed respect for my home and my two little dogs. I felt very comfortable with them in my home. (Major feelings of happiness over this fact)”**

▲ There are ten general measures the auditor may choose to increase energy efficiency and health of the family: general heat waste, insulation all around the home, windows, doors, furnace efficiency, lighting, and building repairs.

IMPACT

82
homes
weatherized

30% drop
in air infiltration
after homes were
weatherized

189
households
had inoperable home
energy systems replaced

OUTCOMES

	Number of Individuals Served	Target (#)	Actual Results (#)	% achieved
The number of unemployed adults who obtained employment up to a living wage.	52	42	52	100%
The number of unemployed adults who obtained and maintained employment for at least 90 days up to a living wage.	36	35	35	97%
The number of unemployed adults who obtained and maintained employment for at least 180 days up to a living wage.	35	15	16	46%
The number of unemployed adults who obtained employment with a living wage or higher.	3	3	2	67%
The number of unemployed adults who obtained and maintained employment for at least 180 days with a living wage or higher.	6	3	6	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.	30	15	12	40%
Of the above, the number of employed participants who increased income from employment through wage or salary amount increase.	12	10	10	83%
Of the above, the number of employed participants who increased income from employment through hours worked increase.	12	10	9	75%
Of the above, the number of employed participants who increased benefits related to employment.	12	10	9	75%
Number of employed individuals at risk of losing employment who maintained employment as a result of CAA interventions.	36	35	36	100%
Education				
The number of children (0 to 5) who demonstrated improved emergent literacy skills.	510	500	507	99%
The number of children (0 to 5) who demonstrated skills for school readiness.	510	500	507	99%
The number of children and youth 0-5 who demonstrated improved positive approaches toward learning, including improved attention skills.	510	500	507	99%
The number of children and youth 0-5 who are achieving at basic grade level (academic, social, and other school success skills)	510	500	507	99%
The number of individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills.	39	32	31	79%
The number of individuals who obtained an Associate's Degree	3	1	3	100%
Income and Asset Building				
The number of individuals who achieved and maintained capacity to meet basic needs for 90 days.	175	100	165	94%
The number of individuals who achieved and maintained capacity to meet basic needs for 180 days.	153	75	138	90%
Housing				
The number of individuals experiencing homelessness who obtained safe temporary shelter.	37	14	35	95%
The number of individuals who obtained safe and affordable housing.	204	200	199	98%

OUTCOMES

	Number of Individuals Served	Target (#)	Actual Results (#)	% achieved
The number of individuals who maintained safe and affordable housing for 90 days.	397	200	396	100%
The number of individuals who maintained safe and affordable housing for 180 days.	172	150	158	92%
The number of individuals who avoided eviction.	507	300	506	100%
The number of individuals who avoided foreclosure.	12	5	12	100%
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).	147	95	146	99%
The number of individuals with improved energy efficiency and/or energy burden reduction in their homes.	692	703	691	100%
Number of individuals who avoided a utility shut-off.	381	350	380	100%
Number of individuals who obtained utilities.	1	1	1	100%
Number of individuals whose energy service was restored after disconnection	203	175	203	100%
Number of individuals whose inoperable home energy equipment was repaired or replaced.	227	180	227	100%
Health and Wellness				
The number of individuals who demonstrated improved physical health and well-being.	521	174	211	40%
The number of seniors (65+) who maintained an independent living situation.	870	587	314	71%
The number of individuals with disabilities who maintained an independent living situation.	746	684	690	92%
The number of individuals with a chronic illness who maintained an independent living situation.	226	211	226	100%
Number of individuals who reported a better sense of food security.	521	300	129	25%
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.	18	15	15	83%
Of the above, the number of Community Action Program participants who improved their leadership skills.	15	15	12	80%
Of the above, the number of Community Action program participants who improved their social networks.	18	15	15	83%
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	12	80%
Outcomes Across Domains				
The number of individuals who achieved one or more outcomes in the identified National Performance Indicators in one or more domains.	4003	2057	2169	54%
Number of individual who transitioned out of poverty.	30	5	7	23%
Number of Households enrolled in Affordable Connectivity Program who lacked broadband internet service.	4	10	4	100%

SERVICES

Unduplicated Number of Individuals Served	Services	Unduplicated Number of Individuals Served	Services	Unduplicated Number of Individuals Served	Services
30	Vocational Training	491	Rent Payments	164	Energy Efficiency Improvements
3	Job Readiness Training	109	Deposit Payments	264	Immunizations
76	Career Coaching	293	Eviction Counseling	329	Child Dental Screenings/Exams
19	Resume Development	1	Landlord/Tenant Mediations	90	Child Dental Services
3	Interview Skills Training	21	Landlord/Tenant Rights Education	521	Food Distribution
2	Interactions with employers	213	Utility Payments	22	Tri-partite Board Membership
48	Employment Supplies	1	Utility Deposits	206	Case Management
82	Early Head Start	203	Utility Arrears Payments	435	Eligibility Determinations
448	Head Start	37	Temporary Housing Placement	2,493	Referrals
28	Affordable Childcare	217	Permanent Housing Placements	183	Transportation Service
580	Volunteer Income Tax Preparation	97	Rental Counseling	213	Child Care payments
110	Housing Financial Capability Skill Training	303	Home Repairs		

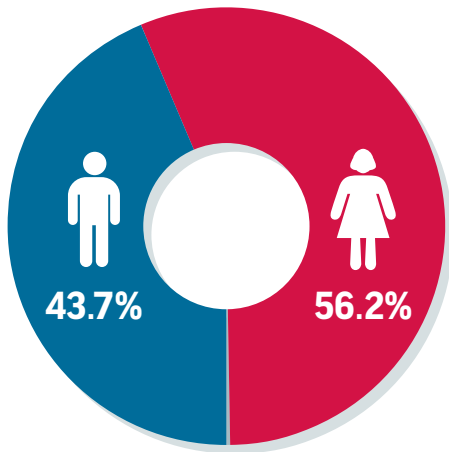
DEMOGRAPHICS

 **4,448**

Total unduplicated number of persons about whom one or more characteristics were obtained

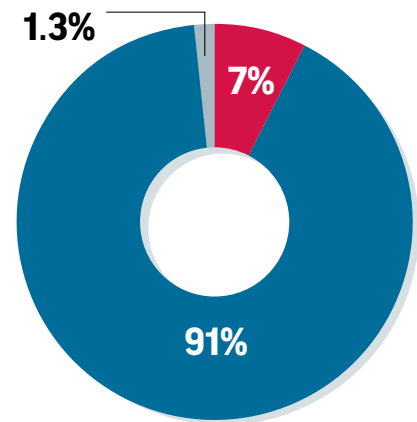
 **2,107**

Total unduplicated number of families about whom one or more characteristics were obtained



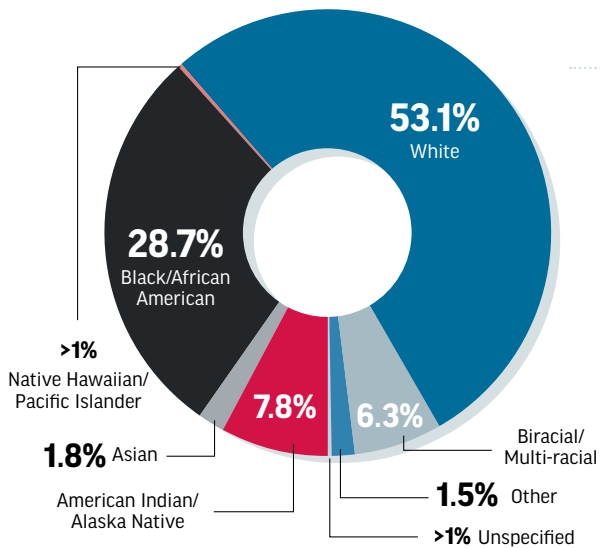
GENDER

● Male	1,945
● Female	2,502
● Other	1
TOTAL	4,448



ETHNICITY

● Not Hispanic/Latino	4,050
● Hispanic/Latino	336
● Unspecified	62
TOTAL	4,448



RACE

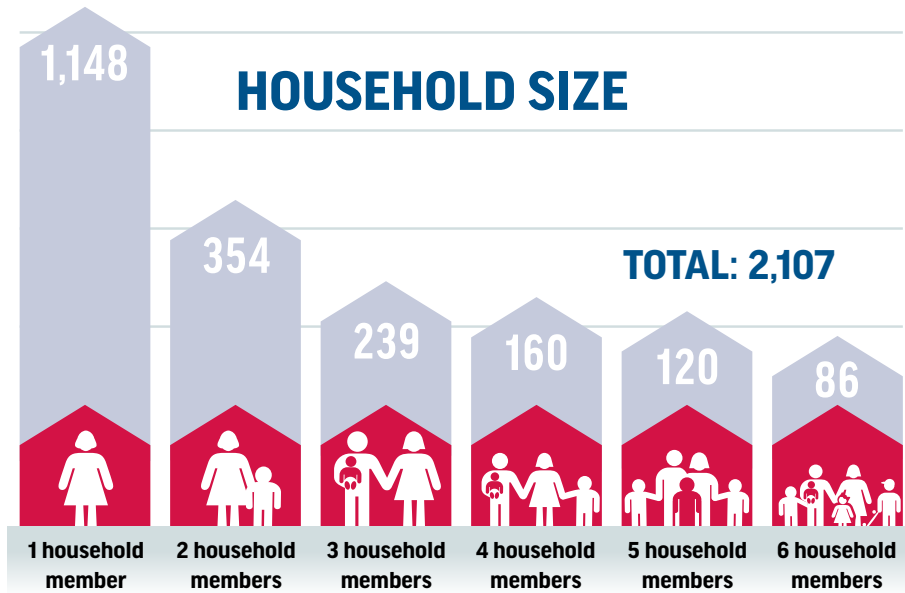
● American Indian or Alaska Native	351
● Asian	82
● Black or African American	1,280
● Native Hawaiian or Other Pacific Islander	11
● White	2,363
● Biracial/Multi-racial	282
● Other	70
● Unspecified	9
TOTAL	4,448

DEMOGRAPHICS

AGE

0 - 5 years	811
6 - 13 years	760
14 - 17 years	209
18 - 24 years	249
25 - 44 years	1,072
45 - 54 years	312
55 - 59 years	137
60 - 64 years	241
65 - 74 years	415
75 + years	242
TOTAL	4,448

HOUSEHOLD SIZE



EDUCATION (14-24 YRS. OLD)

Grade 0 - 8	126
Grade 9 - 12/Non-Graduate	196
High school Grad	81
GED	7
12+ Some Post Secondary	32
2 or 4 years College Graduate	10
Graduate of other post-secondary school	0
Unspecified	6
TOTAL	458

EDUCATION (25+ YRS. OLD)

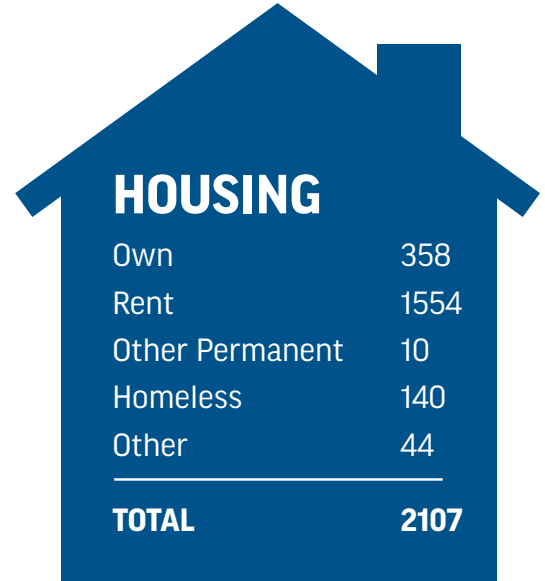
Grade 0 - 8	109
Grade 9 - 12/Non-Graduate	322
High school Grad	842
GED	127
12+ Some Post Secondary	489
2 or 4 years College Graduate	411
Graduate of other post-secondary school	81
Unspecified	38
TOTAL	2,419

DEMOGRAPHICS

EMPLOYMENT INCOME AND OTHER SOURCES BASED ON TYPE

376	Income from Employment Only
139	Income from Employment and Other Income Source
85	Income from Employment, Other Income Source, and Non-Cash Benefits
140	Income from Employment and Non-Cash Benefits
393	Other Income Only
394	Other Income Source and Non-Cash Benefits
418	No Income
162	Non-Cash Benefits Only

2,107 TOTAL

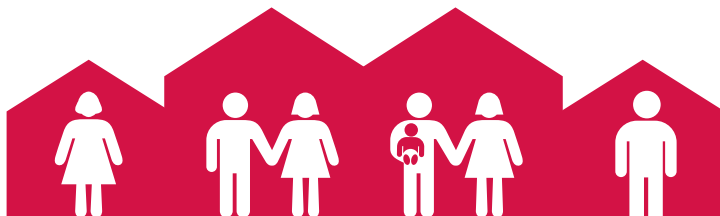


HOUSING

Own	358
Rent	1554
Other Permanent	10
Homeless	140
Other	44
TOTAL	2107

HOUSEHOLD TYPE

Single Person	1,148
Two Adults NO Children	139
Single Parent/Female	503
Single Parent/Male	44
Two Parent Household	190
Non-related Adults with Children	13
Multigenerational Household	44
Other	25
TOTAL	2,107



HOUSEHOLD INCOME PERCENT

(Federal PG)

Up to 50% poverty level	715
51% - 75% poverty level	189
76% - 100% poverty level	282
101% - 125% poverty level	285
126% - 150% poverty level	216
151% - 175% poverty level	126
176% - 200% poverty level	95
201% - 250% poverty level	95
251% poverty level and over	104
TOTAL	2,107

DEMOGRAPHICS

DISABLED AND HEALTH INSURANCE

Disabled	849
Not Disabled	3,583
Unspecified	16
TOTAL	4,448
<hr/>	
Has health insurance	3,769
Does not have health insurance	459
Unknown	220
TOTAL	4,448

SOURCE HEALTH INSURANCE

Medicaid	2,583
Medicare	706
State Childrens Health Insurance Program	35
State Health Insurance for Adults	23
Military Health Care	152
Direct Purchase	64
Employment Based	388
Other	192
Unspecified	159
TOTAL	4,302

WORK STATUS (18+ YRS.)

Employed Full Time	610
Employed Part Time	396
Migrant Seasonal Farm Worker	2
Unemployed (Short-Term, 6 months or less)	269
Unemployed (Long-Term, more than 6 months)	327
Unemployed (Not in Labor Force)	383
Retired	595
Unspecified	86
TOTAL (including Not Assigned)	2,668

DISCONNECTED

Disconnected (14 - 24 years old)	25
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MILITARY STATUS (18+ YRS.)

Veteran	156
Active Military	2
Never Served in the Military	2,436
Unspecified	26
TOTAL	2,620

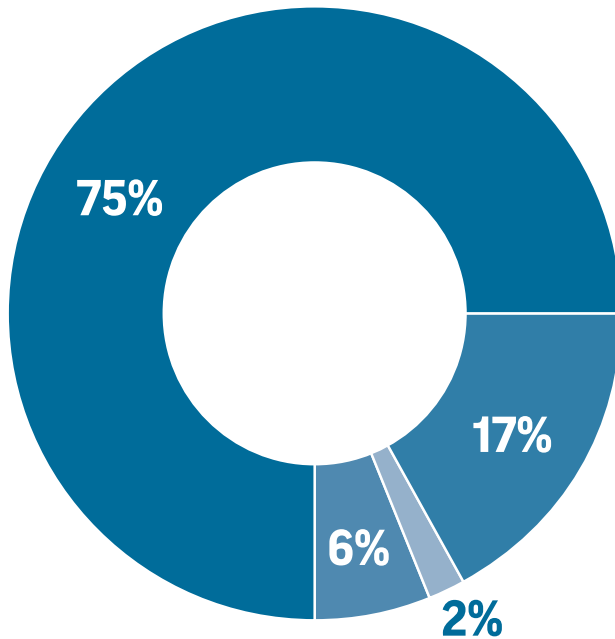
OTHER INCOME SOURCE

TANF	15
Supplemental Security Income (SSI)	227
Social Security Disability Income (SSDI)	181
VA Service-Connected Disability Compensation	53
VA Non-Service Connected Disability Pension	16
Private Disability Insurance	3
Workers Compensation	2
Retirement Income from Social Security Pension	503
Child Support	62
Child Support	97
Alimony or other Spousal Support	3
Unemployment Insurance	10
EITC	0
Other	78

NON-CASH BENEFITS

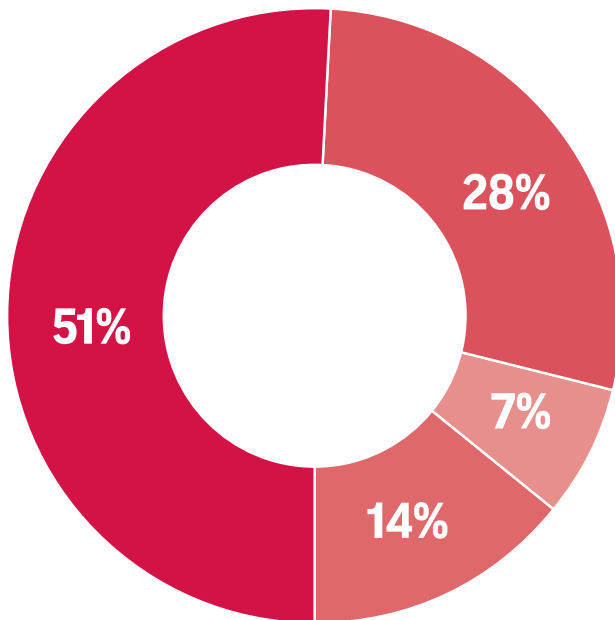
SNAP	554
WIC	92
LIHEAP	211
Housing Choice Voucher	131
Public Housing	48
Permanent Supportive Housing	1
HUD-VASH	11
Childcare Voucher	23
Affordable Care Act Subsidy	0
Other	25

FINANCIALS



INCOME

- Grant Revenue
- USDA Meal Reimbursements
- Misc. Interest and other Income
- Fees/Reimbursements



EXPENSES

- Personnel Costs (salary and fringe)
- Non-Personnel costs (costs to operate programs)
- Food, rent, and client assistance
- USDA meal reimbursement

THANK YOU TO OUR SUPPORTERS

PLATINUM



GOLD



SILVER



OUTSIDE THE BOX

PEOPLE CENTERED

CUTTING EDGE

EVIDENCE BASED

GROUND BREAKING

NO MATTER HOW YOU DESCRIBE IT, WE ARE AT THE HEART OF FIGHTING POVERTY

