



# CAPNCM 2020 ANNUAL REPORT



## Greetings

---

The document that you hold in your hand is the 2020 edition of our yearly annual report. Unlike any year in memory, 2020 presented health, economic, and instability challenges like never seen before. Covid-19 permeated every conceivable corner of daily life across our Green Hills Region, State of Missouri, United States, and the world as a whole. These challenges will continue into 2021 and beyond as the world-wide recovery ever-so-slowly progresses.

While we look at the Covid-19 pandemic from a global standpoint, each challenge has a face, a name, and a story. While our method of serving those clients most in need changed to keep safety protocols in place, CAPNCM continued and continues to this day to provide assistance to those in poverty. Our staff doubled down their efforts and increased commitments to timely identification and service strategies for our clients. Adaptability, flexibility and creativity are hallmarks of the community action movement, and we certainly have had to be all three of those across the last year.

I'm proud of our board and staff who have done marvelous work under the most stressful conditions this past year. Who could have imagined that the world of January 2020 would look and feel so differently in December 2020? We have faced many challenges here at the Community Action Partnership of North Central Missouri for over fifty-five years. We have risen to meet those challenges and once again in 2020, we did so again. Our clients who face daily challenges of poverty need our assistance now more than ever! With diligence, planning and an unwavering commitment to those in poverty, CAPNCM will be here to give those in need a helping hand, regardless of what challenges lie before us.

My Best,

Christopher A. Small,  
Executive Director

## Our People

---

### Administration

Christopher Small, Executive Director  
Harry Belvel, Finance Director/IT  
Jennifer Farmer, Administrative Services Manager  
Toni Woodring, Receptionist

### Housing Assistance

Debbie Dinsmore, HA Director  
Christina Taylor, HA Coordinator  
Patrice Robertson, HA Inspector

### Women's Health Services

Jenny Dean-Batson, Director/Nurse Practitioner  
Vicky West, Licensed Clinic Supervisor/ Education  
Peggy Heck, Systems Coordinator  
Felicia Terhune, Office/Records Manager

### Community Services

Sherry Hoerrmann, CS Director  
Chasidy Boman, Associate Director of CS Data  
Misty Mathews, CS Coordinator  
Ronda Simpson, Energy Services Coordinator  
Audrey Reeter, Energy Services Representative  
Katie Miller, Offender Empowerment Case Manager

### Housing Development / Weatherization

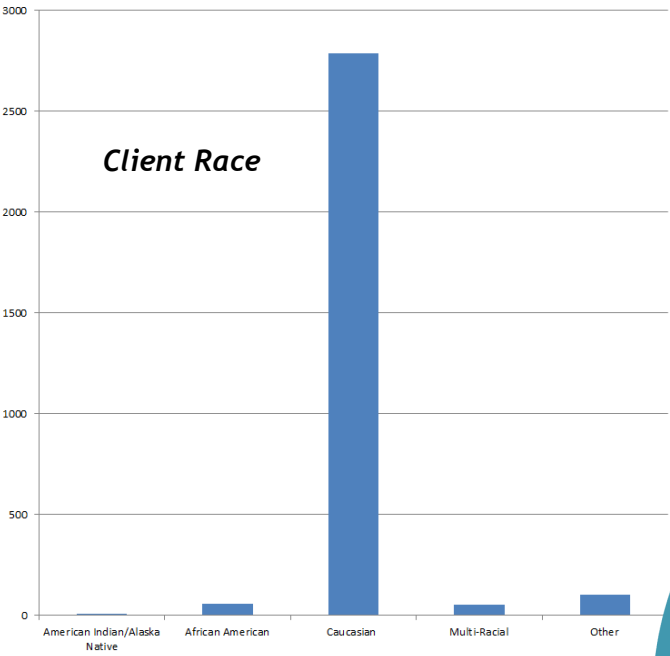
Russell Reeter, Director  
Alicia Roy, HD/WX Coordinator  
Mike Eckert, Maintenance Coordinator  
John Woodring, HD Crew Leader  
Tom Cunningham, HD Crew Member  
Bob Baker, WX Crew Leader  
Donnie Fountain, WX Crew Member  
Coleman Harmon, WX Crew Member  
Cindy McCollum, Clerk



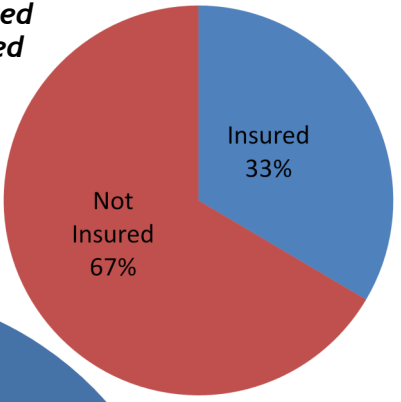
## Table of Contents

Page 1 .... Welcome / Staff  
Page 2 .... Table of Contents  
Page 3 - 4 .... Demographics  
Page 5 - 6 .... Our Programs  
Page 7 .... Agency History  
Page 8 .... Board of Directors  
Page 9 .... Vision / Mission  
Page 10 .... Service Area Map

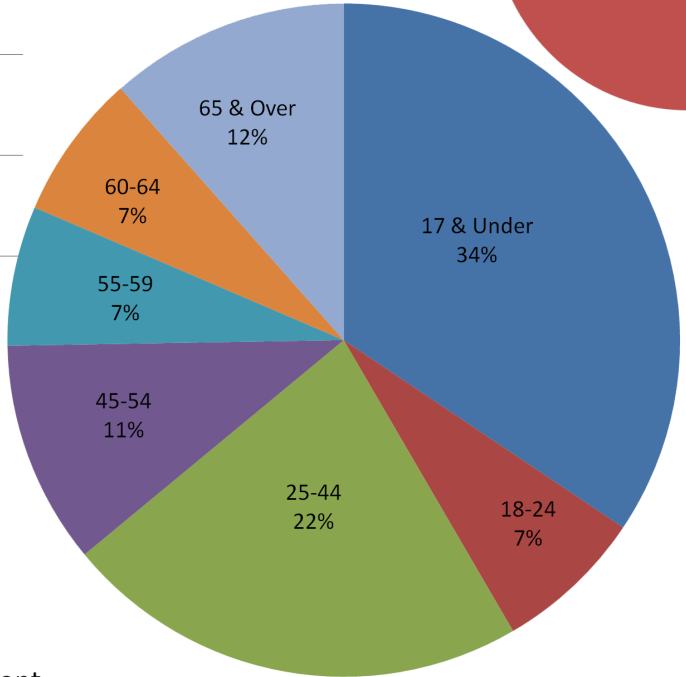




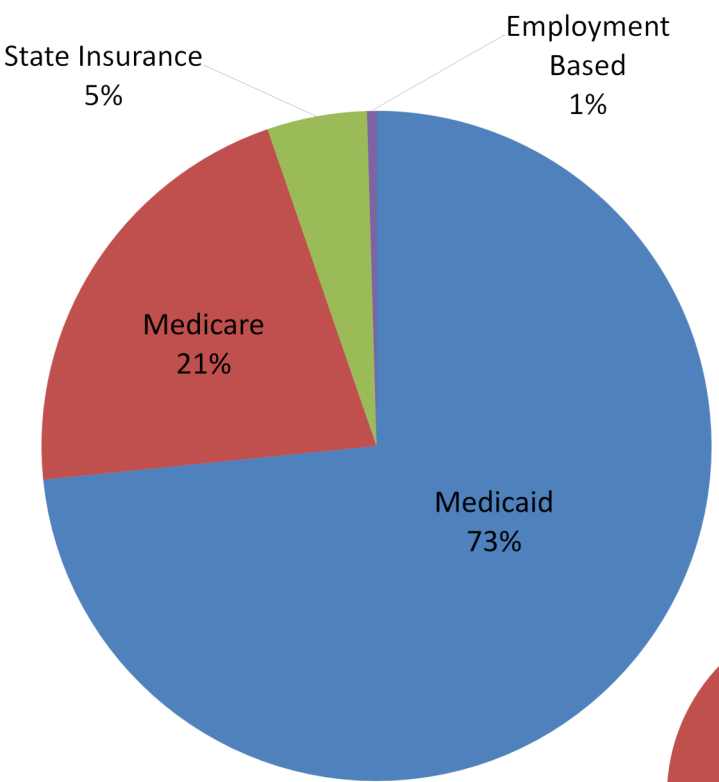
**Clients Insured vs. Uninsured**



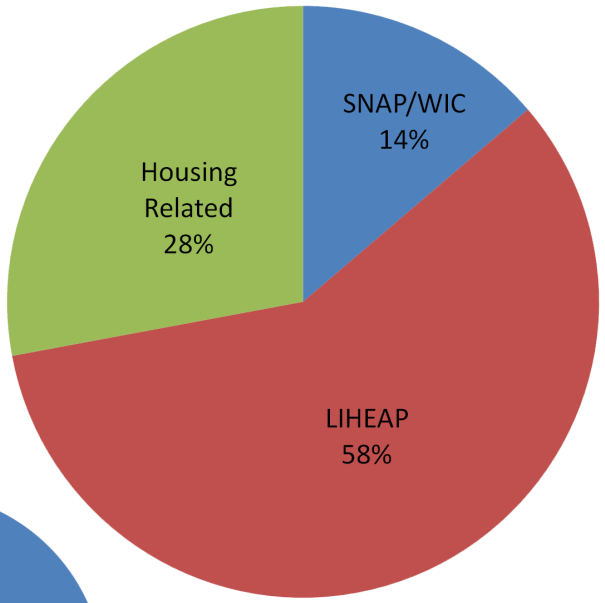
**Client Age**



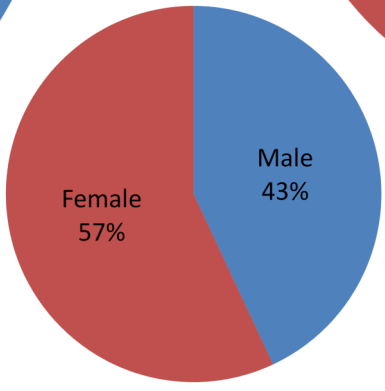
**Insurance Types**



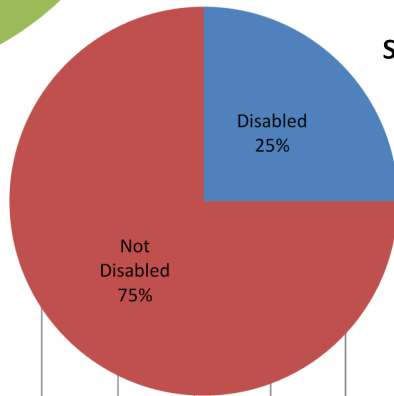
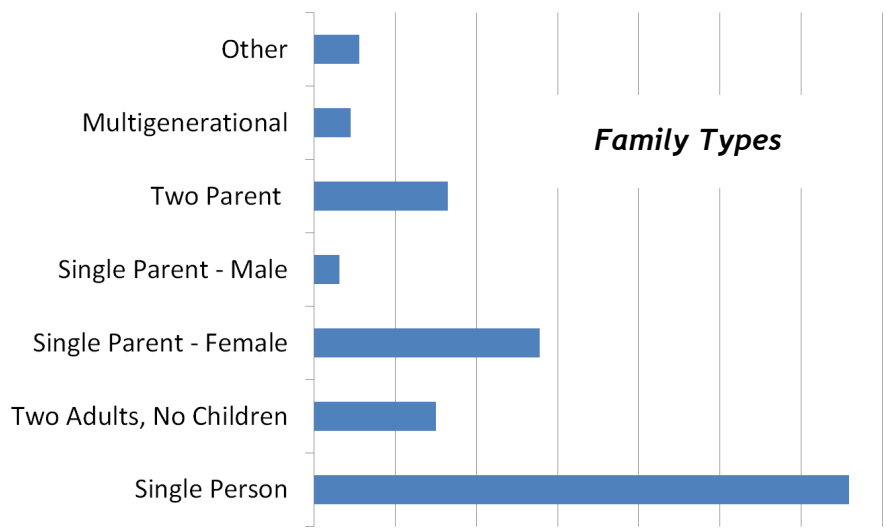
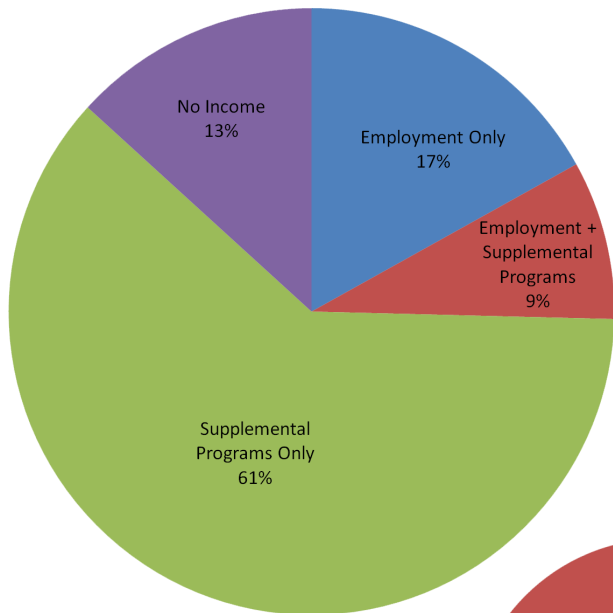
**Non-Cash Benefit Programs**



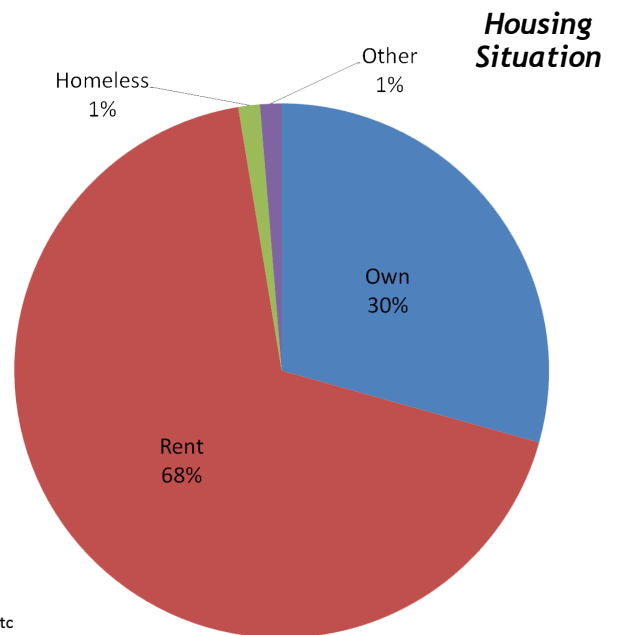
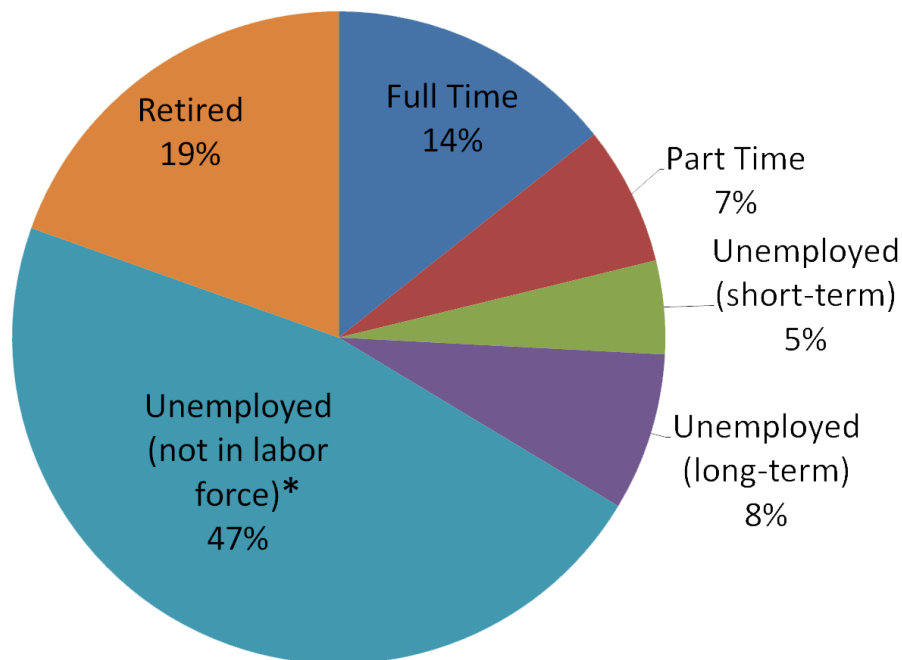
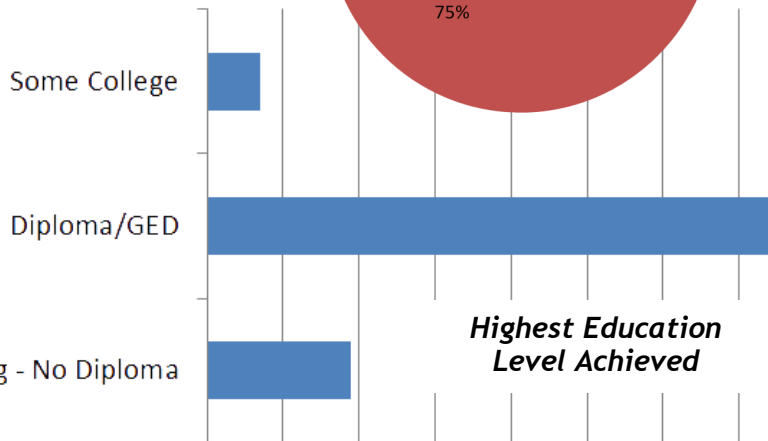
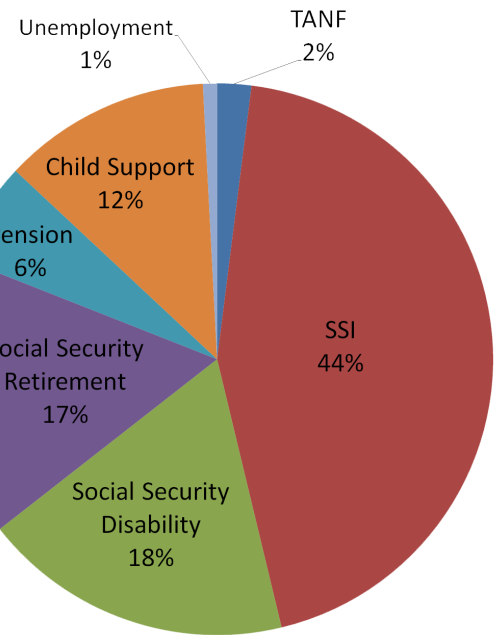
**Client Gender**







**Supplemental Programs**



\*i.e. not actively seeking work, young, elderly, military, and etc



## Community Services

---

### Emergency Services

Our Community Services Block Grant crisis funds are set aside to help clients through an immediate emergency. These funds are typically available to households only once per fiscal year.

### Community Partnership Funds

This program is designed to provide funding and assistance to groups, organizations, and companies that serve at least 50% low-income individuals and/or families. Our hope is these funds will utilize the strengths and diversity of our community partners to help build stronger communities.

### Senior Tax Funds

Our service center also utilizes what are known as “Senior Tax Funds” to help individuals who are over the age of 60. These funds are available in Harrison, Daviess, Grundy, Putnam, and Livingston counties only. Each County Tax Board stipulates what their particular funds can be used for and so assistance offered varies by county.

### Offender Empowerment Program

CAPNCM has partnered with area Probation and Parole offices to help recently released offenders improve their situation and, thru individualized case management, reintegrate more effectively into society.

## Rental Assistance

---

The Grundy County Public Housing Authority’s Housing Choice Voucher Program assists many elderly, handicapped, and/or disabled persons, and families of low income in obtaining decent rental housing they can afford. The Program works closely with both landlords and tenants to utilize existing rental housing that has passed our inspection and continues to maintain compliance with HUD quality standards.

Initial qualification interviews are conducted via telephone, making it easy for our rural population to make and keep appointments with our staff from anywhere in our large service area.

Our HUD program covers 13 counties, Andrew, Buchanan, Caldwell, Clinton, Daviess, DeKalb, Grundy, Harrison, Linn, Livingston, Mercer, Putnam, and Sullivan (excluding areas inside Saint Joseph and Chillicothe city limits).

Section 8 Rental Assistance can cover up to 70% of a household’s rental costs, leaving the tenant to pay the remaining 30% (percentages may vary based upon income and other factors).

## Health Services

---

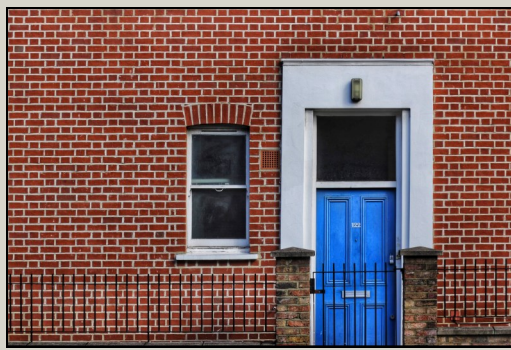
The CAPNCM Women’s Health Services Program offers fully confidential, sliding-scale fee based services to thousands of women in rural northern Missouri.

Community Action Partnership’s WHS offers on-location clinics in 7 counties at least once per month. Services provided at clinics range from basic well-woman exams, breast exams, birth control supplies, laboratory services, reproductive health information and education, to referral services whenever necessary.

The Women’s Health Program is open to all people who request our services, without restrictions on income, age, or gender. This program offers an option to low-income residents, many of whom do not have any form of health insurance, and who otherwise might not be able to afford to seek out health care.







## Energy Services

---

The main function of Community Action Partnership of North Central Missouri's Energy Services Department is to manage the Low-Income Home Energy Assistance Program (LIHEAP) for both summer and winter. Our LIHEAP program offers assistance to thousands of households across our nine county service area each year who struggle with home heating and cooling costs.

We worked to provide uninterrupted LIHEAP services despite the ongoing pandemic - such as the creation of a dedicated email address for submission of applications and supporting documents, installation of a more easily accessible drop-box for paperwork, and our usual fax/phone/snail mail availability. These options were offered in the hopes that most clients could apply, and be approved, for energy assistance without even leaving home.

Energy Assistance is offered in two stages - an initial "EA" payment, a one-time, state issued payment for a set amount to be put toward a client's primary utility; and subsequent "ECIP" payments that can be used for primary and secondary utilities in danger of immediate disconnection.

## Housing/Rentals

---

CAPNCM offers a variety of rental housing to qualified individuals and families. Our rental program offers both apartment units and single family homes ranging from one to three bedrooms, and is available across all of our nine county service area.



The rental housing offered by our agency is safe, clean, and affordable. Staff provides basic maintenance and upkeep of the properties. CAPNCM currently owns 115 units in northern Missouri.

Many of our tenants are elderly or disabled, and each must complete an application and income qualify prior to being considered. Rent is paid on a monthly basis.

## Weatherization

---

The foremost goal of the U.S. Department of Energy's (DOE) Weatherization Assistance Program is to "increase the energy efficiency of dwellings owned or occupied by low-income persons, reduce their total residential energy expenditures, and improve their health and safety, especially low-income persons who are particularly vulnerable such as the elderly, the disabled, and children." Since the inception of the Program in 1976, more than 7 million households have received weatherization services nationwide.

Weatherization focuses mainly on minor repairs and improvements that result in major energy cost savings, such as problem areas like insufficient insulation, air leaks around doors and windows, foundation condition, heating/cooling system inspection, and the overall health of the structure itself.

It is estimated by the Department of Energy that a savings of 14% annually is realized after the weatherization of a home.

In 2020, the CAPNCM Weatherization program completed improvements on 15 homes.

# Agency History

---

On August 20, 1964, President Lyndon B. Johnson signed the Economic Opportunity Act of 1964 into law. This act consisted of social programs to promote the health, education, & general welfare of the poor, & paved the way for what would eventually be known collectively as “Community Action”.

Since its inception in 1965, Community Action Partnership of North Central Missouri (CAPNCM) has been a 501(c)(3) private, non-profit organization focused on assisting low-income individuals/families in their efforts to become more self-sufficient. We provide services & programs designed to help improve financial, physical, & mental standing, all while motivating people to learn how to better help themselves. CAPNCM serves the northern Missouri counties of Caldwell, Daviess, Grundy, Harrison, Linn, Livingston, Mercer, Putnam, & Sullivan. In addition, our agency provides limited women’s health services to Carroll & Ray counties, & additional Section 8 (HUD) housing assistance services to Andrew, Buchanan, Clinton, & DeKalb counties.

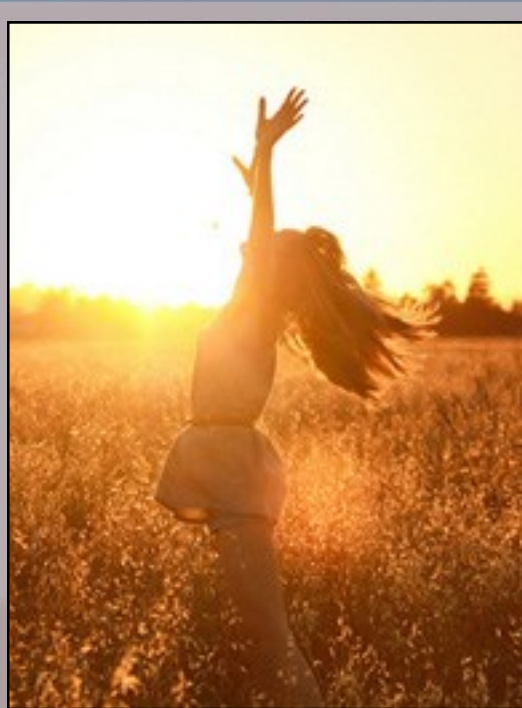
In 1965 numerous county-specific agencies were formed as a result of the Economic Opportunity Act. The Livingston County Human Resources Development Corporation was created to serve the residents of Livingston County, & by 1967, that non-profit had grown to also provide services to Linn, Daviess, & Caldwell Counties.

Harrison County Economic Opportunity, Inc. formed in 1965 as well, to serve the residents of Harrison County. Green Hills Area Human Resources Development Corporation, also opened its doors in 1965 to serve the residents of Grundy, Mercer, Putnam, & Sullivan counties. By 1967, these two agencies had merged.

In 1969, these small, county specific agencies joined forces as Green Hills Human Resources Corporation, serving nine Missouri counties under this name for nearly 23 years. In March of 1992, the Board of Directors recognized a need to identify as a “Community Action Agency”, & moved to change the name to Green Hills Community Action Agency.

With the need for consistent messaging across the entire network about the value & role of each Community Action Agency, the Board of Directors, once again approved another name change in June of 2015. On October 1, 2015, Green Hills Community Action Agency (GHCAA) began “doing business as” (DBA) Community Action Partnership of North Central Missouri (CAPNCM), creating alignment with the nationwide movement that is Community Action.

CAPNCM endeavours to make the community aware of the issues encountered by low-income families, & serves as an advocate for the less fortunate by strengthening communications, along with planning & coordinating programs designed to serve the low-income community. For nearly 6 decades, CAPNCM has been giving a hand up to people who seek to break the bonds of poverty.





## Agency Finances

Assets	
Cash on Hand	47.55
Cash in Bank - Unrestricted	1,188,163.79
Cash in Bank - Restricted	357,162.17
Total Cash	1,545,373.51
Certificates of Deposit	152,847.58
Receivables, Net	74,184.42
Promises to Give, Current Portion	42,773.04
Inventory	1,529.57
Total Current Assets	1,816,708.12
Capital Assets, Net	1,350,550.51
Promises to Give, Long Term Portion	220,854.65
Total Assets	3,388,113.28

Liabilities & Net Assets	
Current Liabilities	
Accounts Payable	27,367.92
Accrued Payroll	20,370.94
Accrued Payroll Withholdings	37,064.66
Accrued Annual Leave	49,926.40
Tenant Security Deposits	27,660.00
Advances from Grantor	500,904.80
Total Liabilities	663,294.72
Unrestricted Assets	735,858.54
Temporarily Restricted Assets	1,988,960.02
Total Net Assets	2,724,818.56
Total Liabilities/Net Assets	3,388,113.28

## Board of Directors

**Chair**  
*Allan Seidel*

**Vice Chair**  
*Kelley Dowling*

**2nd Chair**  
*Gerald Owings*

**Secretary**  
*Joyce Eads*

**Treasurer**  
*Julie McFee*

Poppy Dockray  
Joshua Vance  
Larry Adams, Jr.  
Joe Brinser  
Rick Smith  
Rex Ellis  
David Mapel, Jr.  
Brenda Crawford  
Sarah Maloney  
Shane Grooms  
Shane Cox  
Rex Hibler  
Gerald Owings  
Kenneth Purkey  
Dianne Hendee  
Jackie Morris  
Tracy Wheeler





## CAPNCM vs. COVID

---

2020 brought a myriad of changes across the globe, and CAPNCM was no exception. We had to retool the way we provided services, while still assuring our staff's health would be protected.

Deemed essential workers, we closed our office to the public to ensure we could continue providing assistance to our clients, many of whom were facing a new and terrifying loss of income and emergency situations they had never dealt with before.

## Our Vision

---

CAPNCM envisions a world without poverty in which all people have access to necessary resources & are treated with dignity.

## Our Mission

---

CAPNCM offers services to individuals to become self-sufficient by empowering them to obtain the resources needed to build strong families & communities.

## Community Action's Promise

---

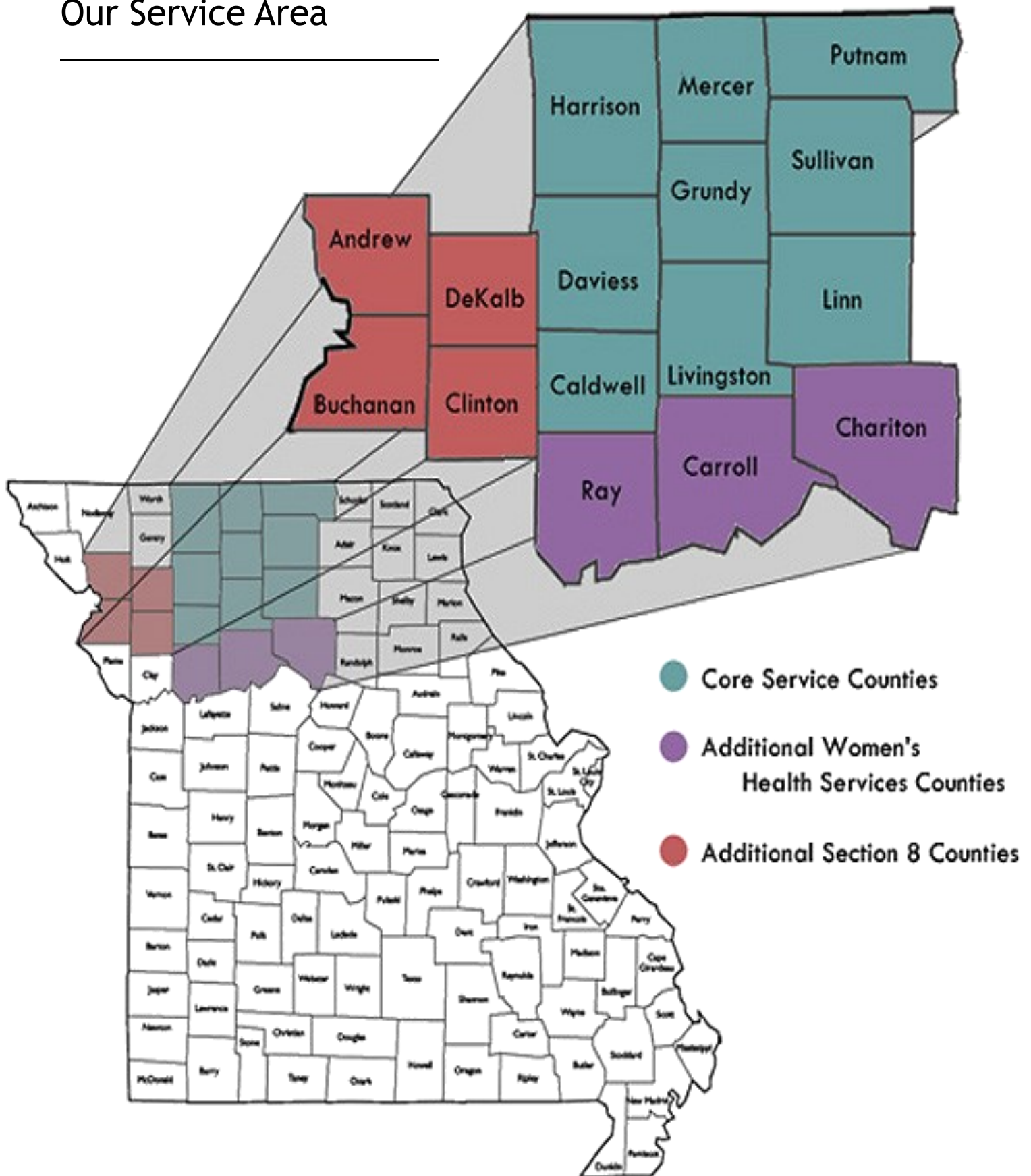
Community Action changes people's lives, embodies the spirit of hope, improves communities, & makes America a better place to live. We care about the entire community, & we are dedicated to helping people help themselves & each other.





## Our Service Area

---



### PHONE NUMBERS

Toll Free Phone -  
855-290-8544  
Local Phone -  
660-359-3907  
Service Center -  
660-359-6863  
WHS Toll-Free Phone -  
877-611-7600

### FAX NUMBERS

Toll Free Fax -  
844-503-1872  
Trenton Local Fax -  
660-359-6619  
LIHEAP Local Fax -  
660-359-2038  
WHS Fax -  
660-359-2855

### WEBSITES

[www.capncm.org](http://www.capncm.org)  
[www.greenhillswomenshealth.org](http://www.greenhillswomenshealth.org)

### OUR ADDRESS

CAPNCM  
1506 Oklahoma Ave  
Trenton, MO 64683

