

# ANNUAL REPORT



Highway 19, Shannon County MO

# 2023

*South Central Missouri  
Community Action Agency*



*Helping People, Changing Lives*

# South Central Missouri Community Action Agency

## FUNDING ALLOCATIONS

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|   |                |
|---|----------------|
| Community Services FY 23 (10/1/22-9/30/24).....         | \$642,164.00   |
| LIHEAP Energy Crisis FY 23 (10/1/23-9/30/24).....       | \$909,362.00   |
| LIHEAP ARPA (10/1/23-9/30/24).....                      | \$1,334,429.00 |
| LIHWAP (10/1/22-3/31/24).....                           | \$60,492.00    |
| SkillUP TANF (6/1/23-5/31/24).....                      | \$68,535.00    |
| SkillUP FNS (10/1/23-9/30/24).....                      | \$20,000.00    |
| WEATHERIZATION (7/1/23-6/30/24).....                    | \$207,249.00   |
| WEATHERIZATION BIL (7/1/22-6/30/27).....                | \$1,344,076.00 |
| WEATHERIZATION LIHEAP/ARPA (10/1/21-5/31/24).....       | \$271,976.00   |
| WEATHERIZATION - LIHEAP (10/1/22-9/30/24).....          | \$228,878.00   |
| WEATHERIZATION - LIHEAP EMERGENCY (5/1/23-9/30/24)..... | \$128,636.00   |
| LIBERTY/ATMOS (4/1/23-3/31/24).....                     | \$7,074.00     |
| SPIRE (10/1/23-9/30/24).....                            | \$20,129.00    |
| SPIRE READINESS (10/1/23-9/30/24).....                  | \$35,000.00    |
| AMEREN (10/1/23-9/30/24).....                           | \$5,000.00     |
| MHDC HOME REPAIR (4/1/23-3/31/24).....                  | \$80,674.00    |
| MIECHV HOME BASE (9/30/23-9/29/24).....                 | \$1,200,000.00 |
| MIECHV ARP 2 (9/30/23-9/29/24) .....                    | \$105,000.00   |
| HEAD START/EARLY HEAD START (5/1/23-4/30/24).....       | \$6,656,542.00 |
| EHS EXPANSION 23.24 (9/1/23-8/31/24).....               | \$1,791,867.00 |

**Total ----- \$15,117,083.00**

# SCMCAA

South Central Missouri Community Action Agency is a Community Action Agency serving individuals and families in the counties of Butler, Carter, Dent, Reynolds, Ripley, Shannon and Wayne.

## SCMCAA Mission

The mission of South Central Missouri Community Action Agency is to assist low-income families in their efforts to become self-sufficient by providing programs and services to improve the quality of their lives and the opportunity to eliminate the causes and conditions of poverty.

## SCMCAA Vision

Our vision is that all families are self reliant and have support systems in their community.

Our vision is that communities invest in their people, realizing that human investment reaps the greatest returns.

Our vision as an agency is to end poverty – one family at a time.



# Community Services LIHEAP & LIHWAP



DENT COUNTY  
November 2023

A client came into the office one afternoon in need of assistance with her utilities. The client lives in a home with just her and her husband, she has a mental disability and he has a hearing impairment. While the client was in the office I assisted her in completing the LIHEAP application. Upon completion and processing of the application we realized that the client's utilities were not in her name. Using Winter ARPA funds we were able to have both the clients Ameren (Natural Gas) bill and the City of Salem (electric bill) put in her name. SCMCAA paid a deposit of \$200 and an old bill of \$118.46 to the City of Salem utility company.

Communication is often difficult for the couple, but after spending a little over an hour and a half with them to complete a CSBG intake, it became evident that they were concerned with the shape their home was in, as well as the cost of the utilities in colder and warmer months. They live on a fixed income and worried they would not have the financial resources to keep their utilities on. I reassured the client that we had funding sources to assist in the event of a crisis and that SCMCAA had a Weatherization and a Home Repair program that could be really beneficial for her house and could save her money by making her home more energy efficient.

I spoke with a partner in town; Love Thy Neighbor, and they let us know what type of work they could do on the home. Love Thy Neighbor was able to replace the client's entire roof. I assisted the client with completing a Missouri Housing Trust Fund and a Weatherization application. Our agency was able to do a great deal of work on the home. SCMCAA was able to replace the client's furnace and installed new windows and siding on the home. The couple was thrilled with the work that had been completed on their home. They stated that they would have never been able to afford those repairs on a fixed income and they were so relieved that they had a furnace that worked efficiently in an energy efficient home.

# Community Services, LIHEAP & LIHWAP Program



## LIFT CLASSES

**181** 79 individuals assisted through a LIFT class and 102 received an incentive for participation

## LIHEAP

**6,236** Total number of individuals served with LIHEAP

## HOMELESS PREVENTION

**13** Individuals assisted with efforts to prevent homelessness.

## TAXES

**187** Individuals assisted with tax preparation and refunds

## LIHWAP

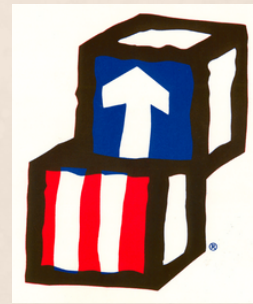
**647** Number of individuals assisted with their bills for water and/or waste water

## ECIP AND OTHER SERVICES

**8,186**

- 7,066 individuals assisted with winter or summer crisis energy assistance
- 48 people received food boxes
- 683 individuals assisted with case management services 3
- 389 individuals received referrals for needs

# Head Start Early Head Start



SCMCAA provides a comprehensive range of services and assists families and individuals in their goals to become self-sufficient. The families we serve who are in the greatest need achieve more when our Agency programs and community partners have the opportunity to collaborate and provide wrap around care.

As summer was ending and the Head Start program year was about to begin, Christina Miller, Principal at Twin Rivers (Fisk) Elementary, reached out to our Broseley Head Start. A mother, Bethany, and her two young sons had encountered a crisis situation and were now homeless. The mom's goal was to keep her children safe. At times, this meant her and her two boys were sleeping in her small car.

Because of previous collaborations with Broseley Head Start, Mrs. Miller was familiar with the high-quality Head Start services that were available to Bethany and her family. A referral for an application to get her youngest son enrolled in Head Start started the process to offer Bethany and her sons a safe future. During a needs assessment, Bethany was open about her immediate need to seek shelter from an abusive home. With a referral to the Haven House, Bethany made plans for a friend to care for her dog while she went to shelter but she also wanted to keep her boys in school. She needed reliable transportation. The SkillUP Program Director was contacted to assist with transportation for Bethany's new job opportunity. Her vehicle was not repairable so it was approved to gift an agency vehicle that was not being used. Twin Rivers (Fisk) Elementary Homeless Liaison was contacted to assist with a hotel for this family. Four nights in a local hotel was provided for Bethany and the boys. Classroom staff from Head Start and their church started a food chain and meals were delivered nightly. Bethany was offered a job but she needed a home in order to stay in the community and be successful. Bethany wanted to keep the routines for her boys the same, as much as possible. Head Start and CSBG staff worked together to connect her with the Poplar Bluff Housing Authority. The SkillUP Program Director made contact with them and due to an existing partnership between SCMCAA and the Housing Authority, Bethany and her boys will move into their new home soon. Without the collaboration with Twin Rivers (Fisk) Elementary, community partnerships, and SCMCAA, this future wouldn't have been possible. With these collaborations, Bethany is on her way to becoming self-sufficient and providing a safe and healthy future for her sons.

# Head Start Early Head Start Program



## EDUCATIONAL SERVICES

**497**

Number of infants, toddlers and preschool age children that received child development services through SCMCAA Head Start and Early Head Start.

## FAMILY SERVICES

**98%**

Percentage of total families that received at least 1 service to promote family outcomes.

## SCHOOL READINESS

**82%**

Number of children that met or exceeded the School Readiness goals for the program year.

## INCOME ELIGIBILITY

**99%**

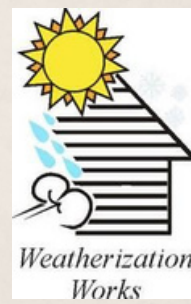
Percentage of children being served in the program that are income eligible.

## ENROLLMENT

**88%**

Average monthly enrollment for Head Start, Early Head Start and EHS expansion.

# Weatherization and Home Repair



My name is Lamicia Conaway. I participated in the Weatherization program after becoming disabled relative to a back injury, subsequent surgeries, and disease process. I also have degenerative disc disease and scoliosis. I was a CNA and then an LPN. I worked in geriatrics for 20 years. I found myself to be 40 years old, divorced and disabled. This is a very scary place to be. My mom and a good friend helped me get my 1995 16x80 Trilogy mobile home. It was used and needed work, but it was the best I could do at the time. We started living here with no electricity or water, blocking off most of the trailer and using the fireplace for heat. One piece at a time my folks and I did things as we could. Water came first then electric. The trailer was drafty and hard to heat. There turned out to be so much to do that we were just not able to do and couldn't afford to pay someone to do. There was also the fact that I had absolutely zip experience as a carpenter.

Very little by very little we've managed to make a few improvements for sure but the really big help came from you guys! I received a new furnace/AC and they sent someone over to spray foam underneath the trailer. The guys that were here also helped me find and fix drafts. They helped me mud in some drywall to also decrease the draftiness here. I have already noticed a decrease in our electric bill. The floor is so much warmer now, before when you walked on it, it was freezing. I am so very grateful to your program for everything. I hope I have expressed the relief I experienced after these improvements were done and also the hope it gave me. The hope encouraged me to keep on trying to make these little improvements when I can. So here at this house the love you gave me will grow and as it does, so does my environment but also my self esteem and sense of pride. Thank you again for everything! Thanks again Jarod, you were so kind and easy to work with! I really appreciate it!

~Micia





# Weatherization and Home Repair Program



## WEATHERIZATION

35

35 families received Weatherization services with an average cost per home of \$22,186. 30 families were elderly, 22 were disabled. 82 total people in the homes.

## HEATING SYSTEMS

24

The heating systems in 24 of the 35 weatherized homes were upgraded. 14 had electric heat pumps installed and 10 homes received high efficiency gas furnaces.

## MO HOUSING TRUST FUND

5

5 homes received MHTF home repair services - The average cost per home was \$9,565.00. 6 people total in the homes and 3 were elderly.

## HOME REPAIR OPPORTUNITY PROGRAM

5

Homes were repaired at an average cost of \$22,108 per home. 7 people total in the homes, 2 were elderly and 2 were disabled.

# SkillUP Employment and Training Program

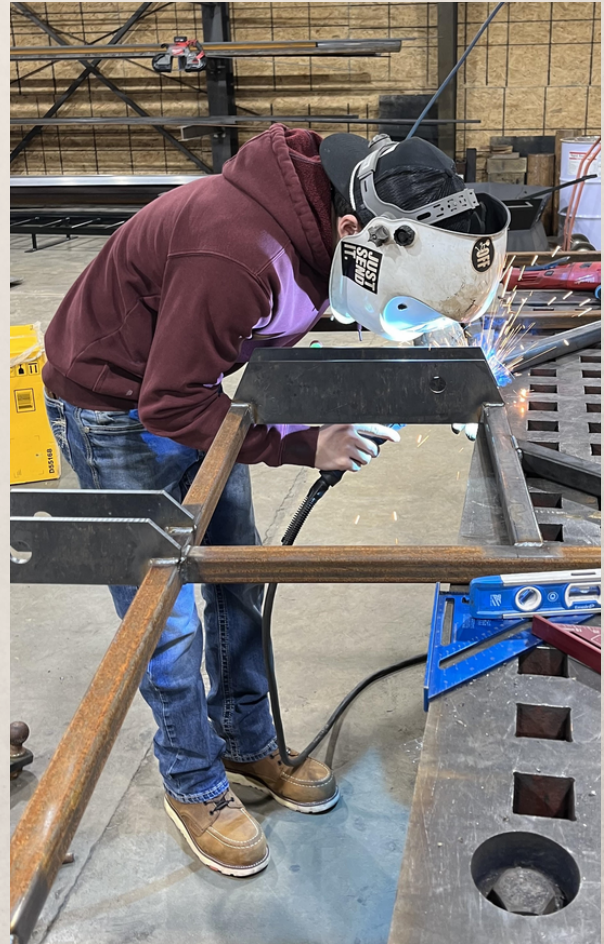


Jakob is an example of how opportunity can truly change a person's life. Jakob's determination to create something from scratch and see it come to life has paid off in more ways than one. Jakob received SNAP benefits which made him eligible for the SkillUP employment and training program.

After high school Jakob enrolled at Iron Eagle Welding Academy in Stockton, Mo. He received tuition and housing assistance through TANF SkillUP in the amount of \$11,500.00.

Jakob completed the 14-week Master Welding class, and attained all levels of welding certification from the program. After graduation, Jakob gained employment with a large welding company making \$66.00 per hour with a \$150.00 a day per-diem. Jakob found success in his career and his dedication to his craft and willingness to take advantage of the opportunities provided to him have set him on a path to success that he never thought possible. Jakob's story serves as inspiration for others who may be facing similar challenges.

Jakob's journey is a testament to the power of perseverance and the impact that access to education and training can have on someone's life. As Jakob settles into his new job, he looks back on his time at Iron Eagle Welding Academy with gratitude. The support and guidance he received during his training have been a positive influence in his life. Jakob is excited to continue growing and learning in his new occupation, and he is grateful for the opportunities that have come his way. Jakob's journey from receiving SNAP benefits, to becoming a highly skilled professional, is a testament to the transformative power of education and hard work. His story is proof that with dedication and the right support, anything is possible. As Jakob forges ahead in his career, he is eager to see what else he can create and accomplish in the welding industry.



# SkillUP Employment and Training Program



## TANF VOLUNTEERS

30

The number of TANF SkillUP volunteers enrolled in SkillUP in the 2023 program year.

## SKILL TRAINING

15

SkillUP participants receiving skill training.

## SUPPORTIVE SERVICES

14

Total participants receiving supportive services with transportation, child care, rental assistance and vehicle repairs.

## SUCCESS

9

The number of participants attaining credentials for their career goals in truck driving, lineman, nursing, medical billing or esthetician.

9 participants gained independent employment.

## **MIECHV Early Head Start Home Based Program**



Rhianne H writes: I have been working with a family since 2021 and their last goal was to get a better paying job. They ended up finding a job with a local loan company and 8 months later they were promoted and relocated in Columbia MO. Before their move I gave them information for the local community action agency. They were able to use me as a reference to rent a new home and they are extremely happy with their move and the mom is loving her new position at work.

Elizabeth Garrett began working with a new family to assure that the child's development was on the correct path. She used the two assessment tools that MIECHV requires to determine the child's developmental level.

After the assessments, the family was very comfortable with Elizabeth and asked for assistance with another concern. The mother had submitted an application to LIHEAP in November. Due to various issues, the application was not received by the SCMCAA Central Office. Beth and the mom worked with LIHEAP and CSBG staff in Doniphan and Poplar Bluff and the application was able to be completed and submitted.

The pledge made for gas (Liberty) was \$386 and the pledge for (Ozark Border Electric) was \$183.07. Mom was very worried about how these bills were going to be taken care of since her husband had just started a new job. The mother was very thankful for the help she received from SCMCAA. As a team, SCMCAA staff members worked together to help this family.

# MIECHV Early Head Start Home Based Program



## CHILDREN

203

Total number of children that were served through the MIECHV EHS Home Base Program in the two counties of Butler and Ripley.

## HOME VISITS

4,459

Total number of home visits completed in Butler and Ripley county homes.

## PREGNANT MOMS

31

Total number of pregnant mothers were served during the 2022-2023 program year.

## HOMELESS

54

Number of homeless families in Ripley and Butler served by MIECHV during 2022-2023.

# SCMCAA Highlights 2023

## IRT, Poplar Bluff, June 11-20, 2023



Over 100 military personnel provided health care services including medical, dental, physical therapy, optometry, behavioral health, and nutrition.

- **Total patients seen: 912**
- **Total procedures completed: 6,546**
- **Fair Market Value of services provided: \$600,857.00**

At the end of the event, the Bread Shed provided an appreciation dinner for military staff and community partners.



# SCMCAA Highlights 2023

## Salvation Army Bell Ringing Campaign Butler County

November 24 - December 23, 2023



800 hours of  
bell ringing



**\$34,557**  
was raised during  
the 2023 kettle campaign



85% comes  
back to Butler  
County to be  
distributed by  
SCMCAA



26 days of ringing



726 volunteers  
rang the bells



Bell ringers rang at 3  
locations

# South Central Missouri Community Action Agency

## Agency Locations and Services

### BUTLER COUNTY

- **Community Services**  
(includes Weatherization, LIHEAP and SkillUP)
- **MIECHV EHS Home Based Program**  
1716 South Broadway, Poplar Bluff 63901  
573-785-4727
- **Head Start and Early Head Start**  
Karen West Center  
405 Karen Drive, Poplar Bluff 63901  
573-785-2372
- **Head Start**  
Poplar Bluff North Center  
1150 Herschel Bess Blvd, Poplar Bluff 63901  
573-778-9411
- **Early Head Start**  
Full Year Center  
1140 Herschel Bess Blvd, Poplar Bluff 63901  
573-778-0083
- **Head Start**
- **MIECHV EHS Home Based Program**  
Neelyville Center  
151-1 Park Street, Neelyville 63954  
573-989-3485

### CARTER COUNTY

- **Community Services**  
(includes Weatherization, LIHEAP and SkillUP)  
1009 Main Street, Van Buren 63965  
573-323-0270
- **Head Start and Early Head Start**  
East Carter County Center  
63 North Herren, Ellsinoce 63937  
573-322-0099
- **Early Head Start**  
Van Buren Center  
1810 Winston, Van Buren 63965  
573-323-8905

### DENT COUNTY

- **Community Services**  
(includes Weatherization, LIHEAP and SkillUP)  
1405 S Wines, Salem 65560  
573-729-3500
- **Head Start and Early Head Start**  
1405 S Wines, Salem 65560  
573-729-3188

### REYNOLDS COUNTY

- **Community Services**  
145 West Maple, Ellington 63638  
(includes Weatherization, LIHEAP and SkillUP)  
573-663-2855
- **Head Start**  
145 West Maple, Ellington 63638  
573-663-3199
- **Early Head Start**  
165 West Maple, Ellington 63638  
573-663-2377

### RIPLEY COUNTY

- **Community Services**  
(includes Weatherization, LIHEAP and SkillUP)
- **MIECHVEHS Home Based Program**  
506 Lafayette St, Doniphan 63935  
573-996-3713
- **Head Start and Early Head Start**  
#1 Hospital Drive, Doniphan 63935  
573-996-5059

### SHANNON COUNTY

- **Community Services**  
(includes Weatherization, LIHEAP and SkillUP)  
8120 Highway 19, Winona 65588  
573-325-8271
- **Head Start and Early Head Start**  
8120 Highway 19, Winona 65588  
573-325-8272

### WAYNE COUNTY

- **Community Services**  
(includes Weatherization, LIHEAP and SkillUP)  
209 North Main Street, Piedmont 63957  
573-223-7495
- **Head Start and Early Head Start**  
209 North Main Street, Piedmont 63957  
573-223-7156

### SCMCAA Central Office

8055 Old Alton Road  
Winona MO 65588  
573-325-4255

