

ANNUAL REPORT



Rocky Falls area, Shannon County

2024

*South Central Missouri
Community Action Agency*



Helping People. Changing Lives

South Central Missouri Community Action Agency

FUNDING ALLOCATIONS

Community Services FY 24 (10/1/23-9/30/25).....	\$574,844.00
LIHEAP Crisis (10/1/24-9/30/25).....	\$1,943,323.00
LIHEAP ARPA (10/1/24-9/30/25).....	\$79,607.00
SkillUP TANF (6/1/24-5/31/25).....	\$79,825.00
SkillUP FNS (10/1/24-9/30/25).....	\$20,000.00
WEATHERIZATION (7/1/24-6/30/25).....	\$207,249.00
WEATHERIZATION BIL (7/1/22-6/30/27).....	\$1,344,076.00
WEATHERIZATION - LIHEAP (10/1/24-9/30/25).....	\$207,084.00
MHTF HOME REPAIR (04/01/24-03/31/25).....	\$63,951.00
MHDC HOME REPAIR (04/01/24-03/31/25)	\$168,000.00
LIBERTY/ATMOS (01/01/24-12/31/24)	\$7,074.00
SPIRE (10/1/23-9/30/25)	\$21,129.00
SPIRE/READINESS (10/01/23-9/30/24)	\$35,000.00
AMEREN (10/1/23-9/30/24)	\$12,500.00
MIECHV EHS HOME BASE (09/30/24-09/29/25)	\$1,900,000.00
HEAD START/EARLY HEAD START (7/1/24-4/30/25).....	\$5,985,268.00
EHS EXPANSION 23.24 (9/1/24-8/31/25).....	\$1,833,130.00

Total -----	\$14,482,060.00
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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



When I was first introduced to TL I was working on completing IAR's for all of the Head Start/ Early Head Start families for Back to School Fair Registration. TL is a single mother of 2 girls under the age of 5. I was able to register her children for the school fair and they were able to receive school supplies, socks, & undies at the event.

TL was very intelligent, and she seemed to be very driven in terms of parenting and caring for her children. At this time, I let her know that if she had any interest in furthering her education or needing assistance seeking employment that I would be more than happy to work with her. In June of 2024, one of the Early Head Start teachers approached me and asked if I would be able to enroll TL in Family Support as she had been talking about going back to school-TL had told the EHS Teacher that I had mentioned the program in the past. I reached out and asked TL to sit down and talk to me about what she is planning on doing and what goals she had for employment or education. She stated that she really wanted to go to nursing school, as it was a dream of hers to be a nurse just like her mother. She wasn't sure how that would be possible with everyday expenses such as food, gas, tuition cost, and her other bills. As a single parent she had to ensure that her children would be cared for and that she could maintain her home while she attended the program. TL was able to utilize Early Head Start/ Head Start services for her children, ensuring that they would have appropriate care for her to attend school and work on her goals. It was a huge relief to have child care that she was confident in. TL was accepted into the TCTC Nursing Program and her biggest concern was how to pay for the program. I talked to TL about options for financial assistance like LIHEAP, ECIP, and other resources in Dent County that could help her pay for these things while she was in school. I referred TL to Rolla Employment Services (Career Center) so that she would be able to get tuition assistance. The nursing program is \$23,000 and even after receiving the full PELL Grant, TL would still have to pay well over \$800 per month to cover the cost of the program. Through the Career Center, TL was able to receive WIOA funding to pay the remaining cost of the programs. She was also able to receive assistance with other costs like a new lap top and fuel for her drive back and forth to nursing school through the SkillUp program and COPIC. TL just took her Mid-Term finals this week and we are happy to report that she is passing all of her courses and she is well on her way to obtaining her LPN license and working her dream job while making a salary that will allow her to provide for her family. TL plans on enrolling in SCMCAA's Family Support Program for the 2025 FY and utilizing SkillUp offered by the agency braided with services offered through the Career Center. We will be working together to achieve her dream!

Community Services & LIHEAP Program



ELIGIBILITY DETERMINATIONS

1,407 Individuals assisted with determining eligibility for agency programs

LIHEAP

5,656 Total number of individuals served with LIHEAP

ECIP

8,027

- 4,336 individuals assisted with winter crisis funding
- 3,691 people assisted with summer crisis funding

TAXES

145 Individuals assisted with tax preparation and refunds

REFERRALS

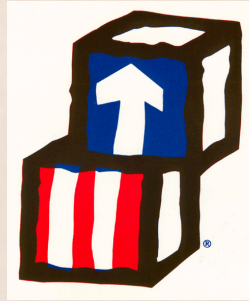
648 Number of individuals referred for additional resources and support

CASE MANAGEMENT

1,381 Individuals assisted with case management services.

Head Start

Early Head Start



How has Head Start impacted my life? A question that I have been asked 3 times in my life. Each time was during an interview for a job position for South Central Missouri Community Action Agency, and each time the answer came with a lot of heart felt response and resulted in tears. Where I am today is because of the hospitality that I was shown as a parent in 2018 when I first enrolled my youngest daughter into the Early Head Start infant room. I was in the last years of a 15-year abusive marriage, had four children, and was struggling to keep a roof over our heads. My now ex-husband had wandered off the beaten path and was lost to drugs and many other harmful choices along the way. I had just had my youngest daughter and was waiting tables at a local restaurant that was suffering at the expense of the economy.

The restaurant closed down leaving many without work, including me, but I still had to provide for my family. I had heard about Head Start and walked to the local center where I did the application for my youngest. At this time, I was unemployed, had no means of transportation, and was being evicted. When I did the application for Head Start the Site Supervisor asked me questions about my life, living situations and household accommodations. It was heart breaking to explain how we struggled to eat and often didn't have basic necessities because of the poor choices that my ex had made. After unloading my story and waiting for the judgement, I was instead met with kindness and compassion. I was offered 3 meals a day for my children and me at the Head Start. They advocated on my family's behalf to help get me in contact with other community resources, including the SCMCAA CSBG program which helped me with my utilities.

We ended up evicted and had to move to Poplar Bluff where we were transferred to the Poplar Bluff Head Start. We had been put into an apartment and thought that life was back on track, but we were wrong. The living situation got worse, and the landlord refused to fix problems that rendered the apartment unlivable. The home flooded destroying all of our belongings. All of this occurred during COVID. And again, we were without food and without work, but Head Start saw hope in my family and again offered us help. The Family Advocate arranged for meals, diapers, and wipes to be dropped off at my home.

But we were again without a home. This time, there were no options. We were tent bound. At this time, it was just me, a single mother, and 4 kids in a tent. Head Start refused to give up on me. They arranged transportation for my child to and from school and offered me a job. Now partnering with FCC and the domestic violence woman's shelter in Doniphan, my four children and I were put into a home. We were given a second chance.

I started working for the company as a substitute teacher. I loved the children and I loved the staff. After a week, I was encouraged by fellow staff to get my driver's license (I was 30 and never had a license). I was ashamed but I knew I could do it, and I did. I was then encouraged to further my education. I felt empowered. I had an amazing support system and work family to help guide me. I enrolled in college classes at TRCC and began to pursue early childhood education and earned my CDA. I was then offered a position as a T2. This was a blessing to be considered valuable enough to want to promote as a teacher. I then worked my way up to a T1 after a year. But I didn't want to stop there. I loved the families. I loved the children, and I loved the impact that they had made on my life. I wanted to give back to them and to others who needed someone to see the potential in them. So, I chose to further my career as Wayne County's new Home Visitor with the MIECHV program.

Head Start saw potential in me and advocated for me and my family. I owe where I am today to the many men and woman who work for Head Start and advocated on my behalf.

Head Start Early Head Start Program



EDUCATIONAL SERVICES

564

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

86%

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

94%

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

Weatherization and Home Repair



Before: Wooden windows with plastic on the inside and metal storms on the outside.



After: Vinyl windows:



After all weatherization services were installed, new windows, weatherstripping and installing sweeps on the doors, replacing the older furnace and air conditioner systems with new energy efficient systems and installing new insulated duct work, the air reduction was 40%.

Single elderly person in Ripley County.

To Jared & Elaine

I love my new furnace, A/C, and windows. It's the first time I've been able to open all my windows in the 5 years I've lived here. I appreciate it all so much. You both have been extremely helpful and I thank you!

Weatherization and Home Repair Program



WEATHERIZATION

32

HEATING SYSTEMS

26

The heating systems in 26 of the 32 weatherized homes were upgraded. Of those 26 homes, 18 had electric heat pumps installed, 7 propane and 1 natural gas.

32 families received Weatherization services with an average cost per home of \$17,517.53. 15 families were elderly, 13 were disabled. Funding was split between six grants

MO HOUSING TRUST FUND

8

HOME REPAIR OPPORTUNITY PROGRAM

1

Home was repaired at an average cost of \$24,750. They were both elderly and disabled.

8 homes received MHTF home repair services. The average cost per home was \$9,015.43. 6 people were elderly and 4 were disabled.

SkillUP Employment and Training Program



Success Story: A Journey to Sustainable Employment

Background: At just 23 years old, our customer has faced significant challenges. raised by their elderly grandmother, who is now in ill health, they have lived independently since they were sixteen years old. Despite minimal family support, they graduated high school and secured a part-time job as a dishwasher in a nursing home near their subsidized apartment.

Referral and Enrollment: SkillUP developed an objective and comprehensive assessment to determine their employment and training needs. The SkillUP case manager referred them to the Community Services Block Grant (CSBG) and the Low-Income Home Energy Assistance Program (LIHEAP). They were dually enrolled in Temporary Assistance for Needy Families (TANF) SkillUP and CSBG services to help them gain the necessary employment skills for more sustainable work.



Educational Aspiration: Although they had a high school diploma, the customer stated they would like to further their education, The SCMCAA Crisis Support Coordinator, conducted a CSBG intake and assessment of their needs. They were provided with information on Pell Grants, as well as online and local colleges available in her area.

Skill Development: The customer identified a lack of employment skills as a barrier to full-time, sustainable employment. SkillUP enrolled them in a subsidized employment program to help them develop job-seeking and job-keeping skills. Upon completing the program, they felt confident enough to apply for local jobs.

Job Search and Employment: With assistance from SkillUP, they created a resume and secured an interview with a local employer. Their preparation paid off, and they were offered a full-time position close to their home. The customer is making \$14.50 per hour with full benefits.

Supportive Services: Understanding the importance of proper attire for their new office job, SkillUP provided supportive services to purchase the necessary clothing. CSBG also assisted in ordering versatile clothing items that could be mixed and matched to create multiple outfits.

Outcome: Through determination and the support of SkillUP and partner programs, our customer successfully transitioned from part-time work to a full-time position. They now have the stability and confidence to pursue their career goals and further their education. This story is a testament to the power of SCMCAA staff working together to braid services while utilizing local resources with support and the resilience of individuals facing adversity.

Congratulations to our customer on their remarkable journey!

SkillUP Employment and Training Program



SKILL TRAINING

27 SkillUP participants receiving skill training.

OUTREACH

210 Number of outreach attempts. 108 successful connections were made.

TANF VOLUNTEERS

41 The number of TANF SkillUP volunteers enrolled in SkillUP in the FY 23/24 program year.

SUCCESSSES

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

14 participants gained independent employment, and the average rate of pay was \$21.00

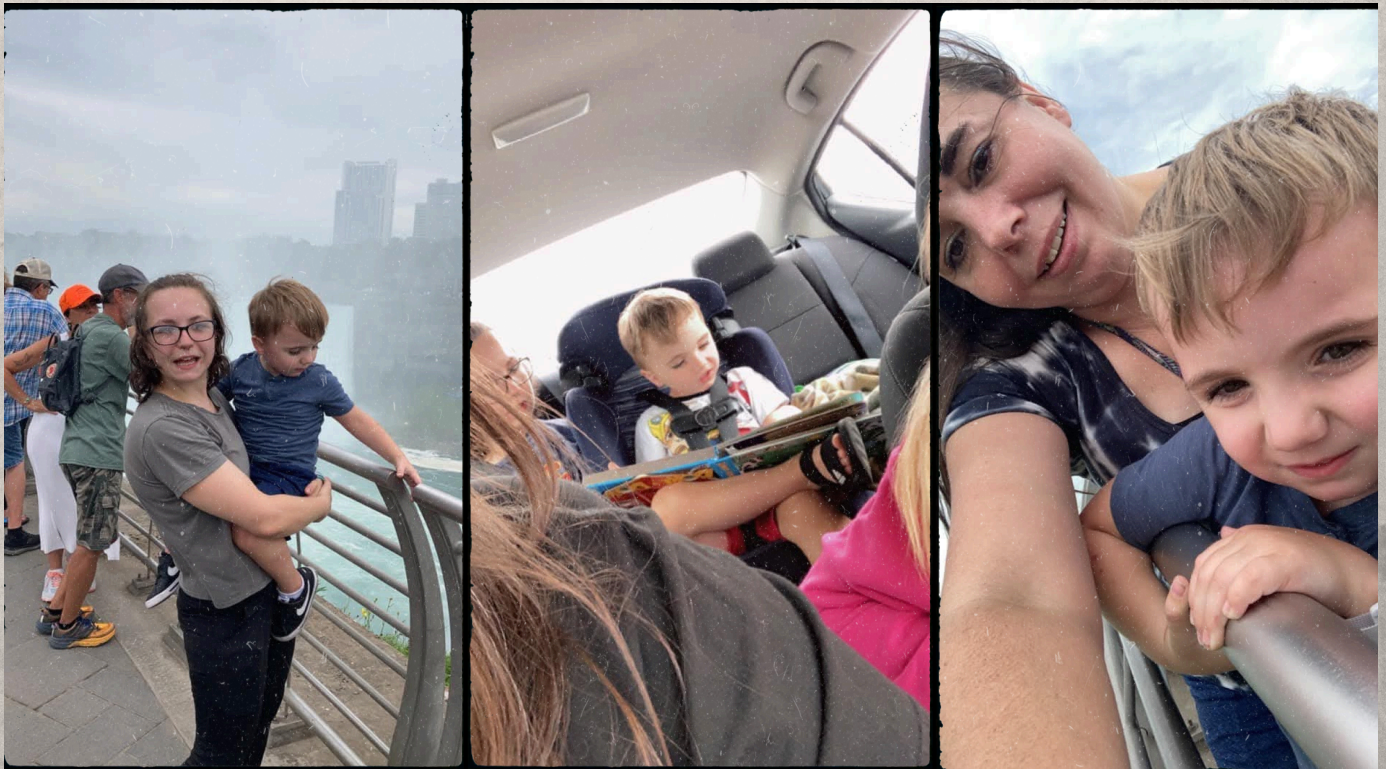
SUPPORTIVE SERVICES

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

MIECHV Early Head Start Home Based Program



I had a family where the grandmother (dad's mother) was caring for her autistic grandson. When she got into the program she was struggling with his behaviors as well with opening doors leading outside and running away. During the time that I had this family they were able to get him into aba therapy as well as speech therapy due to him being nonverbal. During Thanksgiving of 2023 his mother had come to visit with him as she was living in Texas. While she was here visiting the grandmother offered to have her to stay with them so she could build a relationship with her son as well as becoming familiar with his day-to-day routines since he would have multiple appointments a week. Early the following year the mother decided to move in with them. Not long after she was able to get a job at Walmart and also get accepted into nursing school.



MIECHV Early Head Start Home Based Program



CHILDREN

257

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

HOME VISITS

4,783

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

PREGNANT MOMS

41

Total number of pregnant mothers served during the 2023-2024 program year.

HOMELESS

29

Number of homeless families in Ripley and Butler served by MIECHV during 2023-2024.

SCMCAA Highlights 2024

Salvation Army Bell Ringing Campaign Butler County

November 29 - December 24, 2024

2023

\$33,516.69

was raised during
the 2023 kettle campaign
\$29,373.19 was kept in Butler
County to be administered by
SCMCAA.

2024

\$31,744.06

was raised during the 2024
kettle campaign.

\$26,782.45 will be kept in
Butler County to be
administered by SCMCAA in
2025.



From 03/24-09/24, funds were spent in the
following ways:

- \$2,808.49 Utility Assistance
- \$12,061.00 Homeless Prevention (rent, deposits)
- Other \$9,597.42 (emergency needs including clothing and food)
- \$4,906.28 Special Project (PB Housing Authority children school clothing)



SCMCAA Highlights 2024

Spire Event November 13, 2024

Spire held an event in November to support clients in the Butler County area with financial assistance and information for Weatherization, LIHEAP and other resource programs. Partners for the event were SCMCAA, The Bread Shed and FCC Show Me Hope.



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, Ellsinore 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)
- **MIECHV EHS 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

