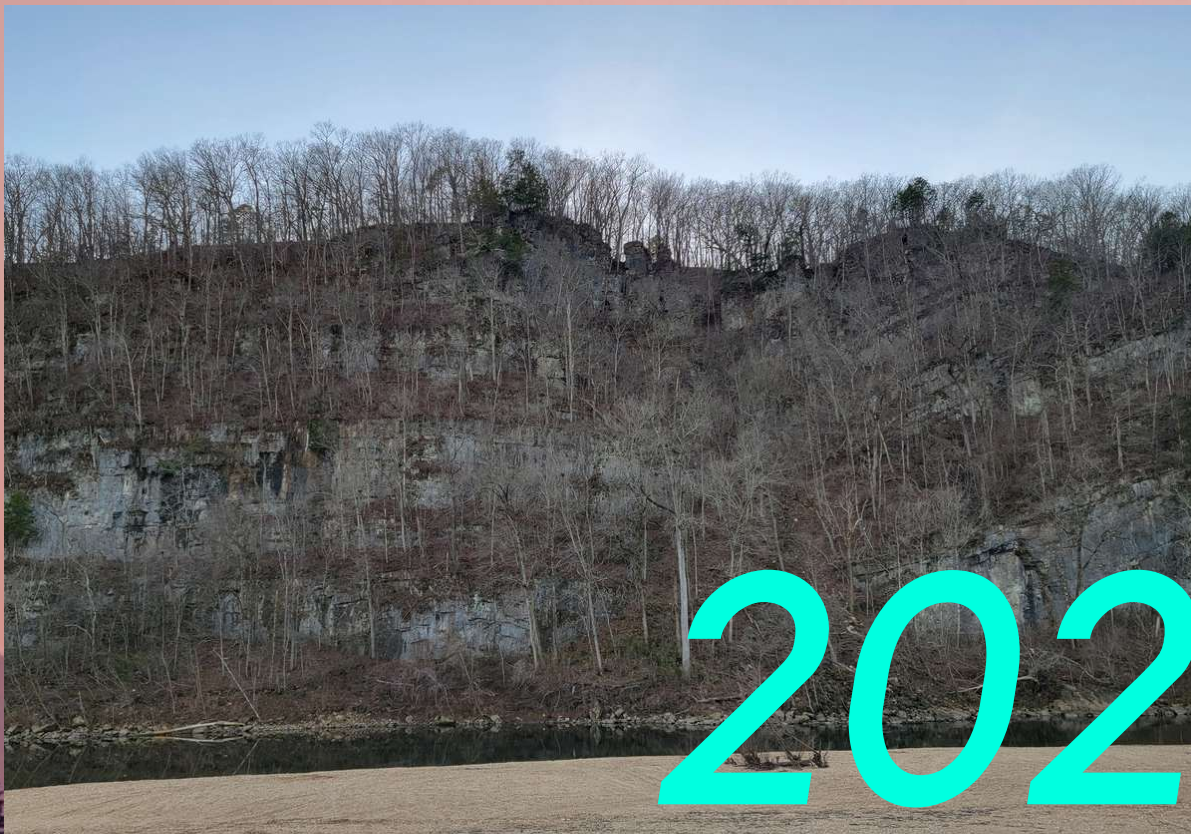


ANNUAL REPORT



2025

Log Yard on Current River, Shannon County

*South Central Missouri
Community Action Agency*



Helping People. Changing Lives

South Central Missouri Community Action Agency

FUNDING ALLOCATIONS

COMMUNITY SERVICES FY 25 (10/1/24-9/30/26).....	\$579,435.00
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
EHS HOME BASE (09/30/24-09/29/25)	\$1,900,000.00
HEAD START/EARLY HEAD START (5/1/2025-4/30/26).....	\$6,822,321.00
EHS EXPANSION 25.26 (9/1/25-8/31/26).....	\$1,833,130.00

Total -----	\$16,196,710.00
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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.





The 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 each other.



Community Services LIHEAP



In March of 2025 this elderly client's home was damaged in the tornadoes that destroyed the little town of Fremont Mo, in Carter County. The client is widowed and on limited income. The client attended the emergency MARC event held at the VBCC. I met with the client did an intake on her, got a list of her needs. We received MHDC DRF and our agency was able to get this client approved for a new roof. The roof was put on and client is extremely happy with our agency and the outcome of CSBG and Weatherization working together, as well as our efforts at keeping her informed and checking on her.

Elaine Keathley
Community Outreach Coordinator
Ripley/Carter Counties

Community Services & LIHEAP Program



CSBG Statistics

3,404 Households Served
7,637 Individuals Served
713 Young Children Served (ages 0-5)
346 Clients (ages 75 or older) Served
1,956 Persons with Disability Served



Low Income Home Energy Assistance Program

Winter Crisis Assistance: 5,077 Clients
16 Heating Systems Repaired
Summer Crisis Assistance: 2,734 Clients
42 Air Conditioners Purchased
Energy Assistance: 5,455 Applications

One Poverty Simulation Held!

33 Attendees
9 Community Member Resource Volunteers
126 Hours Donated to Community Action!
(27 hours by Low-Income Volunteers)



CSBG Services Offered

43 Life Improvement & Family Training Learning Opportunities
28 Rent Payments
14 Food Baskets
45 Essential Supplies Kits
61 Clients received Financial Coaching
102 Missouri Property Tax/CRP Prepared
526 Case Management Encounters
631 Eligibility Determinations
327 Referrals

9 Homeless Families
Assisted!



Head Start Early Head Start



12/5/25

Karen West: Claudia Cardona

My life began with a series of unfortunate events—but Head Start changed everything. I was living in Poplar Bluff with my husband and our two boys. Although I lived in this country, I did not have American status. What I thought would be a free and happy life in America quickly became a nightmare. I experienced abuse—financial, emotional, mental. My husband constantly reminded me that, as an immigrant, I couldn't do anything, go anywhere, or survive without him.

Finally, I found the courage to ask for help. I contacted the police. They weren't sure how to assist me, but they gave me a card for Haven House. Things continued to get worse. When I tried to leave, my husband kept one of our boys, and I had the other. The police advised me to file a restraining order—and that's when I discovered he had been hiding warrants for his arrest in St. Louis.

At last, I was safe. The police arrested him. Haven House connected me with housing resources and told me about Head Start.

Before housing, I stayed with my in-laws. I was grateful, but my ex-husband continued to harass me.

Eventually, I made the difficult decision to go to a shelter. It was my lowest point—mentally, emotionally, and physically. I had freedom, but I was terrified of what came next for me and my children. Then I remembered Head Start. Haven House connected me with Family Advocate Kathy Phillips at Karen West, who helped me enroll my oldest son.

Walking into Head Start for the first time, I was scared. I was shy. I was quiet. English was not my first language. I didn't want to feel like an outsider. I didn't want to be judged. But from the moment I stepped in, I felt relief. I felt welcome. I felt compassion. They didn't judge my past, my life, or the way I spoke. They saw me as a person—and my children as family.

That Christmas, in 2019, two Head Start teachers—Heather and Courtney—came to my home and surprised my boys and me with gifts. We had so little. Their kindness made us feel seen, loved, and remembered. That moment stayed with me forever.

On March 8, 2020, we finally moved into housing. My in-laws helped with furniture, but we still needed the basics. Haven House helped us find everything we needed. For the first time, I had a safe place to call home.

The very next day, life changed again—the pandemic began. My children were sent home from Head Start. Living in housing with no car, no connection, and no understanding of what was happening in the world felt overwhelming. Head Start provided three meals a day, socialization, and safety. I found a job as a waitress to keep my family housed—but food remained a struggle.

I will never forget Heather, the Head Start teacher who brought groceries to my door. She didn't have to, but she did. Head Start's support went far beyond the classroom—they brought comfort, security, and hope.

With Haven House's guidance, I obtained a work permit. The next day, I walked back into Head Start.

Kathy asked me if I knew anyone looking for a job. I said, "Me." She helped me apply, guided me through the process, and even provided Spanish-language resources so I could understand everything. Head Start gave me the chance I needed to get back on my feet—and to feel seen, loved, and welcomed.

Today, I still work at Head Start. My coworkers and the staff have become my family. And the teacher who once brought groceries to my door? I now work beside her every day at Karen West.

If there's one thing, I want you to know—it's this: never take Head Start lightly. Head Start doesn't just teach. They love. They nurture. They go above and beyond for anyone who needs it. That simple card I received at my lowest point sparked a chain of events that changed my entire life. Because of Head Start, I learned to soar again. Their unwavering care restored my faith in people, kindness, and trust. And through that hope, I found a life where my family feels safe, cherished, and truly loved.



Head Start Early Head Start Program



EDUCATIONAL SERVICES

536

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

SCHOOL READINESS

87%

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

146,502 Served Meals



FAMILY SERVICES

94%

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

INCOME ELIGIBILITY

99%

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

ENROLLMENT

100%

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



Head Start Early Head Start Program



Total Number of Volunteers:

3,685

Total number of Volunteer Hours
donated to Community Action as a
result of Head Start Programs:

146,846.41 Hours

Total Number of Volunteers who are or who
were former HS parents/guardians:

1,590

MIECHV Screenings Provided:

Physical Exams: 115
Dental Exams/Screenings: 375
Heights/Weights: 114
Blood Pressure: N/A
Hearing: 92
Vision: 91
Blood Count: 63
Lead: 74



Head Start Screenings Provided:

Physical Exams: 164
Dental Exams/Screenings: 161
Heights/Weights: 173
Blood Pressure: 156
Hearing: 165
Vision: 162
Blood Count: 114
Lead: 118

Early Head Start Screenings Provided:

Physical Exams: 108
Dental Exams/Screenings: 108
Heights/Weights: 112
Blood Pressure: N/A
Hearing: 104
Vision: 106
Blood Count: 53
Lead: 52

EHS Expansion Screenings Provided:

Physical Exams: 62
Dental Exams/Screenings: 56
Heights/Weights: 64
Blood Pressure: N/A
Hearing: 60
Vision: 62
Blood Count: 42
Lead: 42



Weatherization and Home Repair



Dear Weatherization Program Team,

I am writing this letter with immense gratitude and appreciation for the assistance and support I have received through the Weatherization Program. Words truly cannot express how much this program has meant to my family and me, but I hope this letter conveys just how life-changing this experience has been.

Before being approved for this program, my living situation was incredibly difficult. My electric bill had once reached nearly \$1,000, making it almost impossible to manage my overall cost of living. Heating and cooling were constant concerns, and in a previous home, we did not even have reliable heat. I was also very worried that I would not qualify for assistance due to past experiences with the company, which made the application process emotionally stressful. Being approved felt like an incredible opportunity, and I am profoundly grateful that I was given this chance.

Since receiving new windows, air conditioning, and other improvements through this program, the difference has been nothing short of remarkable. My electric bill has dropped dramatically and now ranges between \$120 and \$170. For the first time, I was able to run my air conditioning all summer without fear, and it worked consistently and effectively. Now that winter has arrived, my heat is warm and reliable, something my daughter and I have not always had in the past. Most importantly, my daughter and I are safe, comfortable, and secure in our home. Knowing that we can stay warm this winter brings an indescribable sense of relief and peace of mind. This program has not only improved our home but has significantly improved our quality of life, reduced financial stress, and given us stability we truly needed.

I would also like to specifically recognize and express my sincere appreciation for Jared. He went above and beyond to ensure that everything was done properly and that we were fully satisfied. After the air conditioning installation, a small leak occurred, and Jared immediately took action. He stayed on top of the situation, followed through, and made sure everything was fixed smoothly and correctly. His professionalism, dedication, and genuine care did not go unnoticed. It is rare to encounter someone who is so committed to doing things right and ensuring the people he serves feel supported and heard. Jared truly deserves recognition for his outstanding work and attention to detail.

I am incredibly thankful for every person involved in this program and for the opportunity to receive this assistance. This has been one of the most meaningful and impactful opportunities I have been given, and I do not take it lightly. Please know that the work you do truly changes lives, and my family is a direct example of that.

Thank you again for everything you have done and continue to do. I will always be grateful for this program and the kindness, professionalism, and care shown to my family.

With sincere appreciation,
Maddie Hammond

Weatherization and Home Repair Program



WEATHERIZATION

32

32 families received Weatherization services with an average cost per home of \$17,462.97. There were 59 people, 26 were elderly, 16 were disabled. Funding was split between six grants



HEATING SYSTEMS

24

Of these 24 homes, 11 had electric heat pumps installed, 11 propane and 2 natural gas.

HOME REPAIR OPPORTUNITY PROGRAM

7

7 Homes received services at an average cost of \$27,278.49 per home. There were 15 people served, with 8 elderly and 3 disabled individuals.

MO HOUSING TRUST FUND

2

2 homes received MHTF home repair services. The average cost per home was \$9,989. 7 people were served. 1 was elderly and 2 were disabled.



SkillUP Employment and Training Program



SkillUP Success Story: Three Young Men, One Powerful Path



Three young men from Shannon and Reynolds counties charted a new course for their futures through the TANF SkillUP program. With tuition assistance, wraparound services, and consistent case management, they enrolled in the intensive 15-week Electrical Lineman Training program at the Southeast Lineman Training Center in Trenton, Georgia.

Their commitment paid off. All three successfully completed the program and earned industry-recognized credentials that opened doors to high-wage, high-demand careers.

Key Achievements:

- Credentials Earned: Class A CDL and Electrical Lineman Apprentice
- Employment Outcome: Full-time positions averaging \$35 per hour with full benefits
- Next Step: Continued training toward Journeyman Electrician status

This success story reflects the power of strategic investment in people. By combining financial support, hands-on guidance, and access to high-quality training, the SkillUP program helped transform ambition into achievement. These young men are now building stable careers, strengthening their families, and contributing to the economic vitality of their communities.

Their journey is a reminder of what becomes possible when opportunity meets determination — and how SkillUP continues to light the path forward across our region.

SkillUP Employment and Training Program



Program Performance Metrics:

Enrollments: 38
Training Completed: 34
Positive Employment Outcomes: 36
Average Hourly Wage: \$23.50
Year-to-Date Outreach: 85

Support Services Delivered:

Labor Market Information: 38 Participants Served
Financial Literacy Class: 38 Participants Served
Resume Assistance: 38 Participants Served

Program Highlights:

Strong employment outcomes with 36 participants securing jobs!

Wage outcomes remain solid, at \$23.50/hour!

High engagement across all support services - each reaching 38 participants!

Outreach efforts connected with 85 individuals, expanding SkillUP visibility and access!



MIECHV Early Head Start Home Based Program



My name is Monica Cassidy, and my child's name is Niklaus . We first came to Head Start in 2023. The Head Start program was referred to us by my child's pediatrician. She recommended it as a way to help Niklaus receive socialization with other children. After about a year, in the center-base, Niklaus developed health issues that required us to transfer him to the Home Base program. We are now on our second year, and are able to attend social events and receive service from home. With the help of the screenings and our pediatrician, Niklaus was diagnosed with Autism and receives Speech Therapy!



MIECHV Early Head Start Home Based Program



CHILDREN

223

Total number of children that were served through the MIECHV EHS Home Base Program in the counties of Butler, Carter, Reynolds, Ripley, Shannon and Wayne.



HOME VISITS

4,934

Total number of home visits completed in Butler, Carter, Reynolds, Ripley, Shannon and Wayne County homes.



PREGNANT MOMS

38

Total number of pregnant mothers served during the 2024-2025 program year.

HOMELESS

27

Number of homeless families in Butler, Carter, Reynolds, Ripley, Shannon and Wayne served by MIECHV during 2024-2025.



SCMCAA Highlights 2025

Salvation Army Bell Ringing Campaign Butler County

November 27 - December 24, 2025

2025

\$30,477.36

was raised during
the 2025 kettle campaign
\$25,905.76 was kept in Butler
County to be administered by
SCMCAA in 2026.

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.

Special Projects:

Sleep In Heavenly Peace (material and supplies for bedding for
children) \$4,200

PB School District (hygiene supplies, socks and undergarments for
children) \$2,500

Twin Rivers School (hygiene supplies, socks and undergarments for
"Giving Closet" for children) \$500

Neelyville School (hygiene supplies, socks and undergarments for
"Giving Closet" for children) \$500

The Bread Shed - Three truckloads of food, purchased from SEMO
Food Bank, to benefit the ABC Program for food for children -
\$2,250

**From 03/25-09/25, funds were spent in
the following ways:**

\$2,768.66 Utility Assistance

**\$11,032.84 Homeless Prevention (rent,
deposits)**

**Other \$3,700.00 (emergency needs
including clothing and food)**



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

