

CMCA Board of Directors,

I love this time of year. As we get closer to Fall, I always look forward to football, maybe a Cardinals playoff game, and my evaluation! This is the last meeting of our fiscal year (FY21) and we always have the same house cleaning details to consider. I'm very excited to offer the final version of the strategic plan with our vision, values, mission, and strategic priorities for the next three years. Brooke has presented iterations of our plans each of the last three months and I am so pleased with the final product. Thanks again for those of you that were able to participate in focus groups and for feedback that you have provided along the way. There will also be an action item for you to approve the CSBG Work Plan associated with our strategic plan. We will also propose minor modifications to the Employee Handbook and Financial Policies that should streamline our back office. The agency budget will be up for your consideration as will the proposed board meeting calendar.

This meeting also gives us the opportunity to thank outgoing board members Ann Anderson and Charlie Roll for their service to CMCA these last six years and to Charlie Melkersman for his service as Board President these last two years. The CMCA Board of Directors isn't the kind of "working board" some of you have experienced but it is so critical to our success. We have so many rules and regulations from our funders and all of them are underlined by board approval and board engagement. Your participation is so important and I am thankful to all of you for validating the important work that CMCA does in your community.

You will go into closed session at the end of the meeting to discuss my annual evaluation. You should have already received an email from me with several documents that outline both the process and my self-evaluation. That email also includes a link to an online evaluation tool for your consideration.

As always, please feel free to contact me at any time if you have questions about anything in the packet. My cell phone is the best way to reach me (573-864-2281).

A handwritten signature in black ink, reading "David P. Reis".

Executive Director

Family and Community Development Department

Community Services Block Grant (CSBG)

Brooke Eskridge, Family and Community Services Director

Community Services Block Grant (CSBG):

- Preliminary CMCA CSBG Family & Community Work Plans submitted for review to State Community Initiatives Unit on Aug. 13th, 2021. Final CSBG workplan will be submitted by 9/24/2021.
- Working with Adsystem to set up FY22 MIS contracts and targets
- CSBG FY22 Program & Policy Manual approved by Board of Directors 8/26/2021
- CSBG Disaster Plan approved by Board of Directors 8/26/2021
- Pre/Post survey development is underway for all Community Organizer events (Poverty Simulation, REALL, Getting Ahead) with Director of Research & Data
- Moniteau Career & Resource Fair is being planned for Sept. 23rd at the fairgrounds to benefit both surrounding high school students *and* community members.

FY21 Strategic Planning Updates:

- CMCA's Vision developed from survey feedback. Based on staff survey contributions from our Mission/Vision survey in May, we know it needed to be clearer and more precise, should reflect strong communities, and have an element about ending poverty.
 - CMCA's proposed Vision for Board approval: *CMCA envisions communities without poverty.*
- Final Strategic Plan developed for Board approval
- Ongoing meetings between FCD Admin, Director of Research & Data, Program Directors, Program Managers and Community Organizers to create Data Dashboards and start adding tasks, timelines and responsibility to our CMCA Strategy Maps.
- Revised Strategy Maps based on additional contributions from Agency Leadership (*final version included*)

Community Organizer Community Initiative Highlights

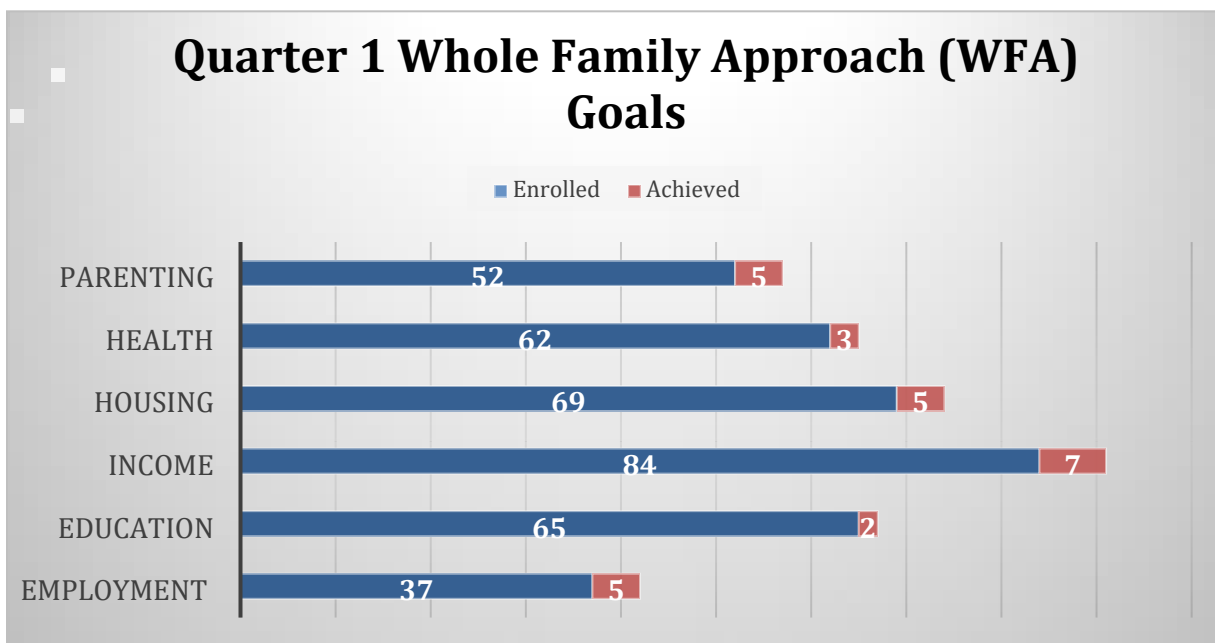
Work Plan Initiative	Action Steps toward Outcomes	Partners engaged	Next steps & timeline
Aligning Communities <i>Cooper/Howard</i>	• Participated in Back-to-School Bash with Kiwanis, which was	COHO Schools	• Complete next two Rotary service

	<p>combined as a Foster Care Event. 275 kids received school kits. The remaining 100+ packs were delivered directly to schools. Approximately 415 total students served in Boonville School district.</p> <ul style="list-style-type: none"> • Remaining air conditioning units from Ameren distributed. Total of 40 families served. • Attended landlord meeting with Nichole H (Housing Dept). Obtained one new landlord for Cooper County from this event! 	<p>COHO Human Service Agencies Heart of America (HOA) Redistribution Center Rotary Club of Boonville Kiwanis Club of Boonville MU Extension Cooper County Ameren Missouri Boonslick CIT C&R Supermarket Boonville Cooper County Health Department</p>	<p>projects-food drive and Care Kits.</p> <ul style="list-style-type: none"> • Continue plans for Rotary fundraiser. • Follow up with Cooper Co. Health Dept. to schedule future COVID vaccine clinics. • Final AC distribution report to Ameren • Follow up with landlord assoc. and Nichole to see if further action is needed.
Safe & Affordable Housing <i>Cole</i>	<ul style="list-style-type: none"> • Met with Parks and Rec regarding vacant available lots • Worked with Housing Development Manager on application to secure 805 Monroe in Jefferson City. • Transitional Housing Taskforce developed application, qualifications, processes and attended City of Jefferson public hearing regarding local housing issues. 	<p>CMCA Housing Development Director, City of Jefferson, FUMC, Parks and Rec, RM Homes, Transitional Housing Board of Directors</p>	<ul style="list-style-type: none"> • Attend meetings regarding upcoming Housing Needs Assessment(s) • Contact Lincoln University re: empty lots • City Council final approval on 805 Monroe project

Whole Family Approach: WFA Goal progress updated quarterly

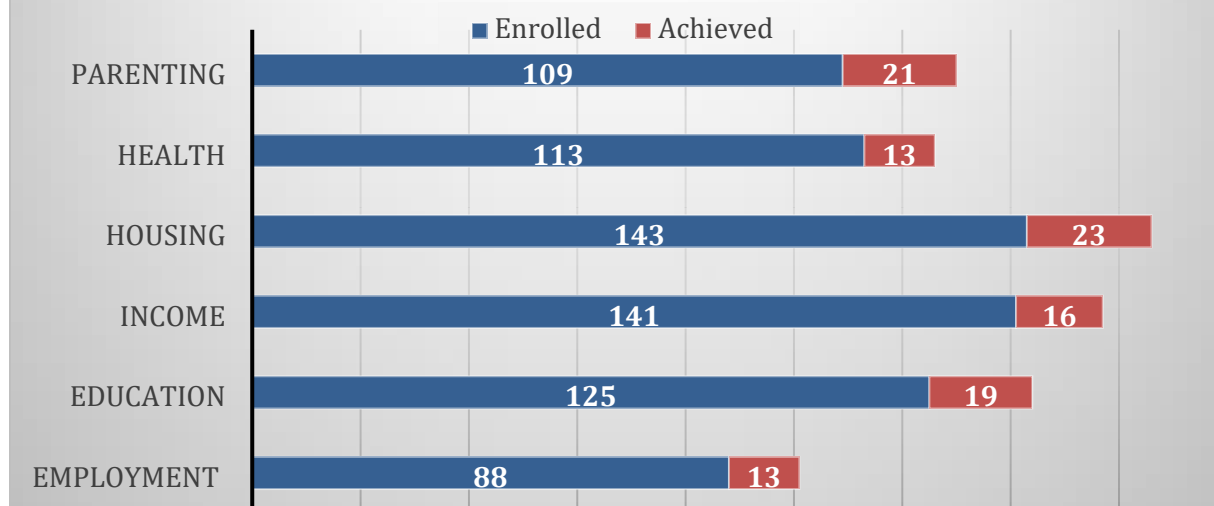
WFA Highlights from Family Success Coaches:

- A member is progressing quickly in a sobriety program and has been spending a lot of time with her child through supervised and unsupervised visits and she has shown great improvements. She has the support from the entire family to motivate her to stay clean and get custody of her child. Her family expects the parent to be approved for overnight visits with her son soon and potentially have custody of him by the end of the year.
- One Head Start parent raised her credit score 36 points this summer.
- Welcome Events have been a huge success so far to start the Head Start school year!



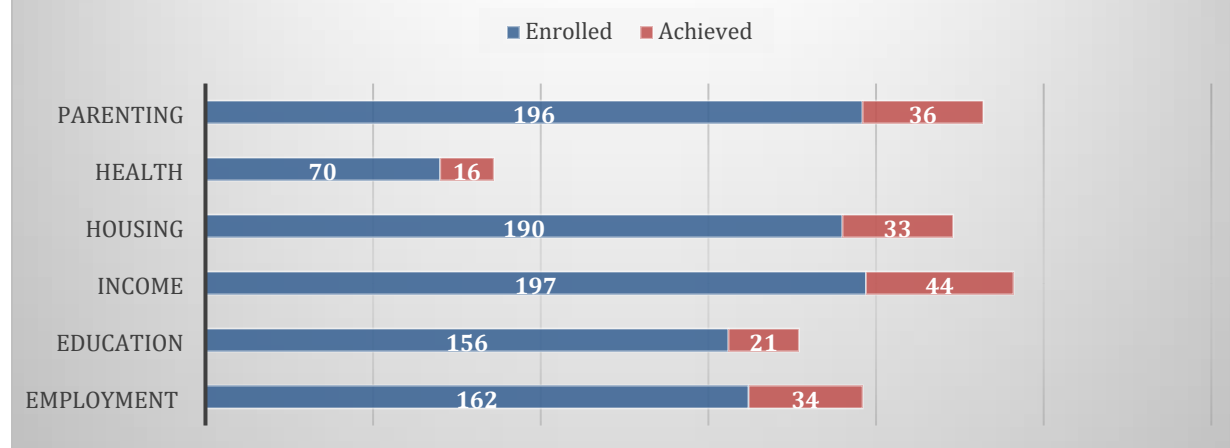
Quarter 1 goals WFA Goals “Enrolled” & “Achieved” represents a cumulative total family goals reported from MIS system 10.01.20-12.31.2020

Quarter 2 Whole Family Approach (WFA) Goals



Quarter 2 WFA Goals “Enrolled” & “Achieved” represents a cumulative total family goals reported from MIS system 10.01.20-3.31.2021

Quarter 3 Whole Family Approach (WFA) Goals



Quarter 3 WFA Goals “Enrolled” & “Achieved” represents a cumulative total family goals reported from MIS system 10.01.20-6.30.2021

Quarter 4 WFA Goals will be reported in October 2021.

SkillUP:

- Currently have 1 full-time [Family Success Coach-SkillUP](#), the position is open for Audrain, Boone, Cooper & Howard counties, based at Boone FRC
- Program statistics as of 8/31/2021:
 - 24 active SkillUP participants
 - 5 new enrollments in the month
 - 5 members obtained new employment
 - 1 member started Master Pipe Welding and Fitting training at MO Welding Institute
- Program Success: 1 member completed CDL training at Ozark Driving Inst. Family Success Coach, Lacey Thompson, is submitting a success story for CMCA and State of MO DSS. He passed his CDL training course and passed the test with the *highest score in school history!* He has already obtained full time employment with Butler Transportation as a Driver.
- We are actively recruiting new participants through summer festivals and community events. Anyone receiving SNAP benefits and interested in advancing employment and training opportunities for themselves should complete the [SkillUp](#) referral form.
- CMCA received our final FY22 (Oct. 1, 2021 – Sept. 30, 2022) SkillUP FNS award letter. We received \$49,552.00, a significant decrease from last year despite exceeding program performance measures. MOCAN has also received a significant reduction in funding through Dept. of Social Services for FY22 in both SkillUP TANF and FNS funding.

Foster Grandparent Program (FGP):

- Volunteers are slowly returning to in-person service with COVID precautions. All schools except for one elementary school in Columbia are allowing volunteers to return to service this program year. Randolph County is not currently allowing volunteers.
- The paid leave due to COVID is set to expire September 30th, 2021. CMCA Foster Grandparent staff are working to find alternative service opportunities for the eight (8) volunteers who are not invited back to serve in the school placements.
- Currently the Foster Grandparent Program is serving 65 volunteers, with several that may not return to service after the paid leave expires.
- CMCA is not currently recruiting new volunteers. Schools that *are* allowing volunteers back inside are not interested in adding additional or new volunteers.
- FUN PROJECT – CMCA is partnering with a nonprofit organization called Books and Bags. CMCA has selected three of the Head Start facilities with current FGP volunteers. Our FGPs are hand-making fabric book bags and collecting new or used pre-school

books. Scheduled reading time will be planned with Books and Bags staff to visit with the children at the selected Head Start sites. The children will be able to pick out five (5) books and a bag to take home.

Retired Senior Volunteer Program (RSVP)

- CMCA's Cooper County RSVP Manager has recruited ten (10) advisory board members. Seven (7) of them have been oriented on program requirements and asked to share ideas for additional volunteer placement opportunities.
- Five (5) potential volunteers will be enrolled this week and three (3) current placements are ready to host volunteers.

United Way Central Missouri- COVID Recovery Assistance (8/1/2020-7/31/2021)

Grant Closeout: CMCA provided our final program report to United Way of Central Missouri on 8/15/2021:

- CMCA maintained a Disaster Recovery Coordinator (DRC) 20 hours per week at the Cole County Family Resource Center providing coaching services, assisting families seeking on-going support to meet their needs as a result of the impact of COVID-19.
- We provided financial assistance to twenty-eight (28) families in the 12-month grant period. Twenty-three (23) families served resided in Cole County, with five (5) families in Miller County.
- The most common requests for services were rental deposits, rental arrears, future rent payment and utility assistance.
- Other basic needs requests were fulfilled such as the extermination of bed bugs, materials for trailer repair and internet access to access virtual education.
- Our Disaster Recovery Coordinator remains employed part-time under CSBG CARES providing Resource Coordination at the Cole County FRC.

FY21 CSBG CARES Act:

Resource Coordination (RC)

- Resource Coordinators take referrals for those who have been impacted by COVID-19 in a variety of ways including financial, housing, employment, and health. The program is voluntary, and CMCA members may work with a Resource Coordinator short-term on targeted goals or long-term on multiple goal areas using the Whole Family Approach (WFA) Model.
- Housing assistance continues to be the most often seen request at our Family Resource Centers. Resource Coordinators are routinely assisting members with applications for

rental and utility assistance through Missouri Housing Development Commission's [SAFHR program](#).

- Each county has received referrals for members needing assistance applying for MHDC rental assistance. Resource Coordinators have been able to work with them through the online application process. As of 8/31/21, Fifty-five (55) families have avoided eviction and one (3) family obtained safe and affordable housing.
- Resource Coordinators have also been assisting with applications for Food Stamps, SSI, Unemployment, as well as CMCA programs including Energy Assistance and Housing Choice Voucher.

CSBG CARES Financial Assistance *totals through 8/31/2021		
Services	Members Served	Total Cost
Deposit Payments	9	\$ 2,005.00
Mortgage Payments	2	\$ 914.40
Rent Payments	24	\$ 5,052.25
Transportation Services	3	\$ 1,886.71
Utility Arrears Payments	4	\$ 183.37
Utility Deposits	1	\$ 350.00
Utility Payments	6	\$ 2,003.84
Total Paid		\$ 12,395.57

Financial Opportunity Centers® Model

- We are currently accepting applications for two Financial Opportunity Coach positions in both [Boone](#) and [Audrain/Callaway](#) Counties. Please refer interested applicants!
- Currently 25 active FOC members
- We continue the work to becoming an approved Credit Bureau Alliance (CBA) agency to access and review credit score information with FOC members through two credit reporting agencies: Transunion and Experian. Both agencies also have individual application processes and guidelines for approval.
- Once approved through CBA, FOC® staff will complete training: FICO® Score Open Access for Credit & Financial Counseling (C&FCs) program.
- Coordinating with Westminster University to host a Budgeting Workshop series
- Actively networking and scheduling FOC presentations
 - Presented to RACS and Jefferson City Hands Together in August

NEW FCD Initiatives & Funding:

- Finalized policy, payment requisition form and MIS process for two new initiatives in Columbia:

1. CDBG R3 City of Columbia Childcare Assistance – contract period 8/1/2021-12/31/2022

- Goal- The goal is to assist 20 households with childcare assistance with \$30,500 in assistance- averaging \$1525 per household. We don't expect all families to need this amount and are hoping to serve more than our contracted 20 households.

Program eligibility:

- at or below 80% Area Median Income (AMI)
- only households within the city limits of Columbia are eligible
- household received a reduction in income and employment due to the COVID-19 pandemic
- money will be spent on a first come, first serve basis
- childcare assistance may include arrearages and future copay payments with the goal of childcare stability for our own Members.
- requires proof of income documentation and proof of life for those in household
- interested individuals should contact Boone County Resource Coordinator for more information on applying- Terra Eavenson terrae@cmca.us
- marketing material under construction

2. City of Columbia Social Services Housing Assistance- contract period 8/16/2021 to 6/30/2022

- Goal- to assist 100 individuals (approximately 25 four person households) with rent/mortgage. We were awarded \$46,500 (including \$4,227 personnel costs to serve those over 125% <200% FPL).
- Performance Goal- At least 90% of members who receive assistance will remain in housing after 30 days. At least 75% of those served will remain in housing after 90 days.

Program eligibility:

- under 200% federal poverty guideline
- money will be spent on a first come, first serve basis
- rental and mortgage assistance including arrearages, deposits, and future rent payments with the goal of housing stability
- requires proof of income documentation and proof of life for those in household
- requires proof of lease or mortgage
- requires household residency to be located within the boundaries of City of Columbia

- interested individuals should contact Boone County Resource Coordinator for more information on applying- Terra Eavenson terrae@cmca.us
- marketing material under construction

Medicaid Expansion (MFH):

- Medicaid Expansion Outreach and Enrollment providers training was held with Missouri Foundation for Health 8/26/2021.
- Two Healthcare Advocates will be hired to implement this project and assist Central Missourians with applying for newly expanded Medicaid coverage. FCS Program Officer, Emily Young, will oversee the program and staff.
- Healthcare Advocate positions will be advertised by October 1st.

ShowMe Healthy Relationships Program

Nolanda Dodd, Program Manager

Year 1 Current through August 31, 2021

Singles served- 54 enrolled (Program enrollment goal 96*) **56% = 864 hours**
28 completed (Program completion goal 80*) **35% = 448 hours**
(Enrollment graphs included below)

- CMCA SMHR team continues utilizing Zoom to offer online and remote intakes and classes. Policies and procedures were set up to ensure the safety of both staff and participants and are continuing to be followed. Materials are being dropped off with contactless deliveries as well as being mailed to outer counties.
- CMCA SMHR team is currently recruiting for upcoming online community classes through outreach to past participants, on social media, community meetings, schools and community events.
- CMCA SMHR team wrapped up the Wednesday evening online community class on August 11th.
- CMCA SMHR team continues two Thursday classes, a daytime and an evening. These classes will wrap up on September 23rd.
- SMHR Program Manager is continuing to work with other programs as they have had a transition in staff, to help with their program enrollment, training, & recruitment.
- CMCA SMHR team is continuing to work on marketing, partnerships, and new recruitment approaches to ensure we are properly prepared for enrolling new program participants. These include FB ads, recruitment events, and community outreach.
- CMCA SMHR Program Manager and staff participated in a mobile food pantry sponsored by ROCK the Community and Powerhouse Community Development Corporation. SMHR has a booth at the monthly mobile food pantries where they interact with

participants and represent not only the SMHR program but all programs of CMCA. Every family that participated in the food pantry received a LIHEAP application as well as information about the programs that CMCA has to offer.

- CMCA SMHR team invites everyone to like our Facebook page ShowMe Healthy Relationships Program Central Missouri.
- The CMCA SMHR Team invites everyone to enroll in our class as well!

Housing Choice Voucher

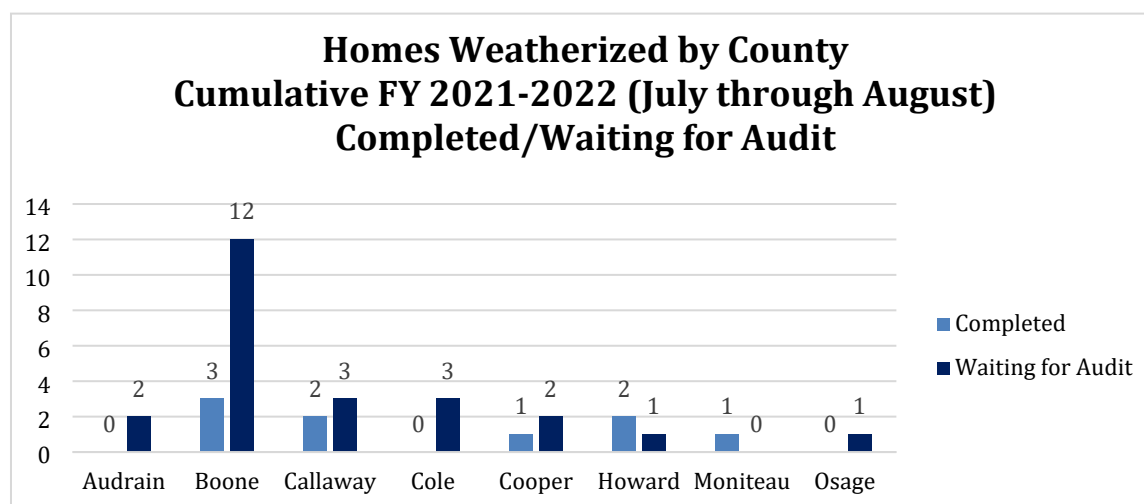
Colita Harvey-Program Manager

- We currently have 284 HCV families housed
- 17 Mainstream are housed (goal for mainstream is 40 - 23 remains available)
- 3 RAP families are housed
- 10 VASH families are housed
- 0 FYI referrals received
- 30 new Vouchers are current searching for new units they are not under leased
- There are a total of 98 families currently on the waiting list.
- We currently have 6 listed on our graduation list.

We have submitted a request to HUD for an increase in VASH vouchers for veterans.

Weatherization

John Cokendolpher, Program Manager



Our goal is to weatherize 120 homes this year and we have coompleted 20 in the last two months. We are right on track. Our new CMCA crew is working and learning to do things right. They have reduced infiltration in their houses as much as 50%. Quite an accomplishment. We have now insulated two homes with asbestos suspected siding. These homes have been lived in for decades with zero insulation! Makes one feel good that we were able to help. We are operating under the challenge that we won't be allowed to re-weatherize for 15 years.

Housing Development

- Completed monthly call with Barbara at MHP- continuing to work on our plans for Fulton and Jeff city.
- Centralia - occupancy still at 100% SAFHR - So far 3 residents have completed and fully submitted their rental assistance agreements and I have been able to collect over \$7,000 in back rent and just under \$2,000 in forward rent. Also applied for the landlord bulk arrears program. If awarded, it will clear over 9k in remaining back rent.
- Centralia Rehab-HRM services is still working diligently on the application for Rehab for this property. Architects have visited for measurements and photos.
- 8th Street Home is under contract in Columbia. We expect to close October 29th. Click [HERE](#) to view the MLS Listing if you haven't seen it yet.
- We have been approached about possible property available in Osage County. We are in the investigation stages to determine feasibility and financials but I'm planning a presentation to move forward!
- Vandalia-3 lots closed on the 8th. One additional lot is under contract.
- USDA - we currently have 2 families with active COE's searching for homes. We are also pursuing expanding to offer home ownership education courses and credit counseling to better serve these clients.

Research and Data

Melody Vieth-Director

- Completed fee-for-service projects with VORT, an early childhood curriculum developer, that allowed us to recoup a small amount of staff costs and partially fund the new data dashboards. We will likely continue to provide them general consulting services and generate a small amount of revenue.
- Presented training for Family Success Coaches, Home Visitors, and Resource Coordinators on the Stages of Change. Staff were very engaged and were able to make immediate connections to their work.
- Worked with the Data Team to propose a draft revision of the customer experience survey. This will collect data on our members' experiences completing applications or getting information about services. The Data Team will finalize this survey for use starting in the new fiscal year, and then will turn their attention to revising the Member Survey to

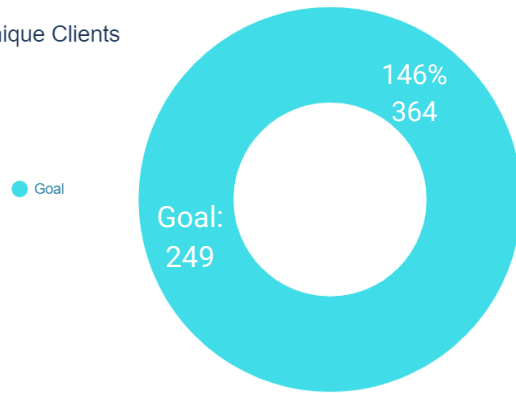
collect data about the experiences of those receiving services. This data will be reviewed by the Leadership Team on a quarterly basis via the Agency Impact Dashboard.

- Worked with the Community Organizers to research and create surveys to collect data on the effectiveness of classes and workshops such as Getting Ahead and Friends, as well as events such as poverty simulations. This data will be reviewed after each class/event by the CSBG team as well as on a quarterly basis by the Leadership Team via the Agency Impact Dashboard.

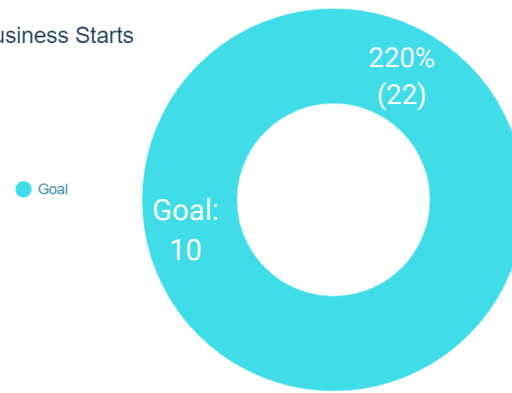
FY21 Dashboard

95% YTD

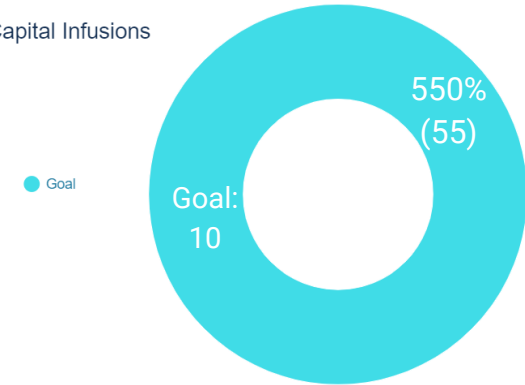
Unique Clients



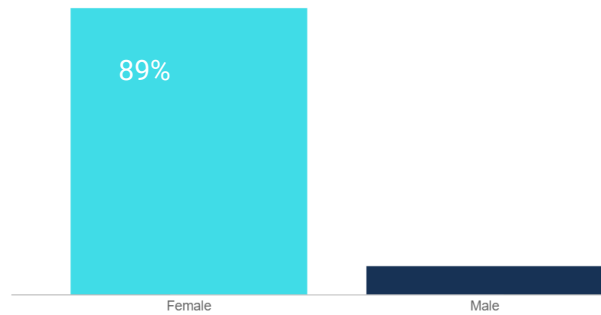
Business Starts



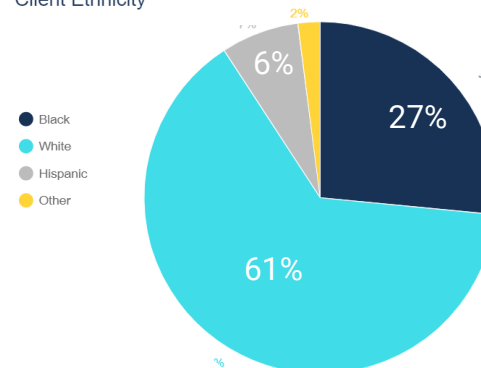
Capital Infusions



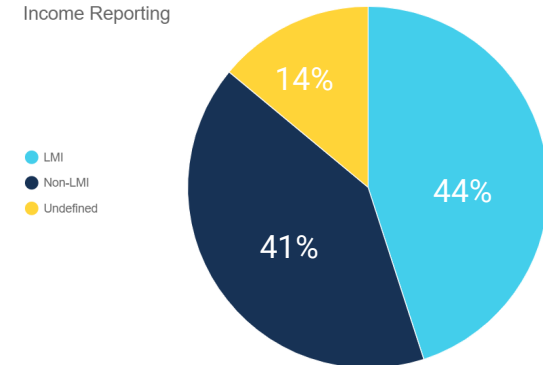
Gender



Client Ethnicity



Income Reporting



Impacts By County

	Unique Clients	Business Starts	Capital Infusions	Capital Infusions (\$)
Audrain	9	1	0	\$0
Boone	242	19	39	\$835,252
Callaway	25	0	3	\$57,300
Cole	25	0	4	\$18,983
Cooper	10	2	1	\$15,000
Howard	11	0	1	\$5,000
Moniteau/Osage	3	0	2	\$44,713
Other	39	0	3	\$28,100

Monthly Board Report

Revenue by Strategy			September, 2021
Strategy	YTD FY20	Projected FY20-21	FY 2019-20
Direct Mail			
December 2020	\$ 7,058	\$ 5,000	\$ 7,015
Summer 2021	\$ 1,380	\$ 10,000	\$ 12,570
TOTAL	\$ 8,438	\$ 15,000	\$ 19,585
CAMPAIGNS (Individual Donors)			
Donate to CMCA (General Donations)	\$ 42,746	\$ 30,000	\$
CoMoGives (December)	\$ 10,020	\$ 10,000	\$ 6,068
Board of Directors	\$ 7,241	\$ 3,000	\$ 1,563
TOTAL	\$ 60,007	\$ 43,000	\$ 7,631
Events			
Tigers on the Prowl September 14,2021 (<i>full reported income not yet available</i>)	\$ 10,425	\$ 20,000	\$ 6,200
Women Who Own It (canceled)	\$ -	\$ 15,000	\$
TOTAL	\$ 10,425	\$ 35,000	\$ 6,200
Monthly Giving			
Monthly Donors	\$ 3,960	\$ 1,000	\$ 1,565
MoWBC			
Donations/Sponsorships	\$ 21,870	\$ 20,000	\$ 11,600
TOTAL	\$ 25,830	\$ 21,000	\$ 13,165
Grants	\$116,750	\$ 110,000	\$ 109,186
Total	\$221,450	\$ 224,000	\$ 155,767
Revenue by Market			
Market Segment	YTD FY20/21	Projected FY20/21	
Individuals	\$ 64,583	\$ 84,500	\$ 53,260
Businesses/Organizations/Foundations	\$156,867	\$ 139,500	\$ 102,507
Total	\$221,450	\$ 224,000	\$ 122,767

CoMo Gives 2021

Last year we exceeded our goal to raise \$7,500 during the year-end CoMo Gives campaign by raising \$10,020!. This year, our goal is to raise \$10,000! You can help us reach this goal in two simple ways:

1. Like and follow CMCA on Facebook, Instagram, or Twitter and when you see CoMoGives posing during the month of December - DONATE!
2. Then share the posts to encourage your family & friends to donate!

Monthly Board Report - Donors

Donor Statistics September 17, 2021

Recurring Donors Total	9
New Reoccurring Donors	0
New Donors last 60 days	4
Active Donors	224
Lapsed Individual Donors	715 (fluctuates but down by 4% from last year at this time.)
Donations this fiscal year	358
Donor Retention	45% - up from 31% in 2020
Donations over \$500 FY 2020-21	70



Central Missouri community Action
presents
TWO CHAIRS AND SOME POTTED PLANTS
A MONTHLY LOOK AT HOW CMCA FOSTERS SUCCESS FOR FAMILIES.
featuring
Audrey Phelps
Community Organizer
Cooper & Howard Counties

Join us on Facebook on Thursday, September 23, 2021, at Noon to meet Audrey Phelps, Community Organizer for Cooper and Howard counties. She'll be sharing information about the Boonslick Education and Employment Expo!

Tigers on the Prowl Hosted a Successful Event on Tuesday, September 14, 2021!



More than 300 guests attended the Tigers on the Prowl Event on Tuesday, Sept. 14, 2021 at the Holiday Inn Executive Center in Columbia, MO, 55 were guests supporting CMCA. The event featured artwork by local and national artists and live-auction items aimed at raising funds for six non-profits, including CMCA. Funds from the sale of the artwork will be split between the six non-profits, all proceeds from our live auction item, a 7-day stay at a beautiful beach front condo in South Padre, TX will come directly to CMCA. The condo sold for \$2,500. All tickets and tables sold on behalf of CMCA will also come directly to CMCA as will any proceeds from our silent auction items. A total for amount raised for CMCA will be shared at next month's board meeting.