

2011-2012 Annual Report



Moving people and communities to a positive future...

Letter from the Executive Director

As the Agency's new Executive Director since June 2012, it is my privilege to share with you Community Action Center's 2011-2012 Annual Report.

In reviewing the numbers and statistics from the year's activities, please remember the numbers are more than just numbers—each pound of food, every dollar of assistance and each project completed, as well as each “referral,” represents community action where it counts. With each person reached, Community Action Center's goal is to help build up community, starting with its most at-risk members.

These past few years, with increasing need in our hardest hit populations in a deeply downturned economy, we have also faced state, local and foundation budget cuts. As a result, we are working hard as an agency to do more with less. We are operating a lean organization with a focus on accomplishing our mission with our strengths. My goals for the agency in the coming months and years include:

- Building stronger collaborative partnerships in the local community
- Improving our systems of directing essential help from our friends in the community to those in need
- Improving programs to be more sustainable—with growing and measurable impact

Most importantly, Community Action Center must continually be a beacon of hope to those who are losing hope – by showing we can provide a hand up to a more self-sufficient lifestyle.

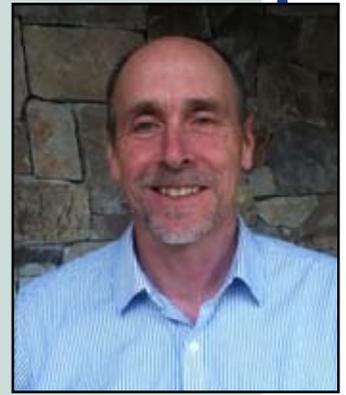
As we provide Whitman County with services, I am pleased to announce we are moving forward with construction of 4 more Self-Help Affordable Homes! Please look for information in this Annual Report and in the Community Update – this is a great opportunity for first-time home buyers to get the help they need to purchase a new home!

We truly appreciate the many donors, friends and community partners who work with us to strengthen our community – many thanks! For all who read this, thank you for your interest in Community Action Center – moving people and communities to a positive future!

Sincerely,

Jeff Guyett

Executive Director



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Housing Development & Weatherization:

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Alex Morris
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Community Action at Work

Kathy* came to CAC as a referral from Alternatives to Violence on the Palouse (ATVP). As a victim of domestic violence, she and her two teenage sons were able to safely move forward with help from CAC staff. Kathy secured safe housing through the Tenant Based Rental Assistance program (TBRA). This program provides rent and utility assistance along with extensive case management and resource development. Working with Amy, Kathy set goals for personal and financial development. Identifying her strength in accounting and finance, she was able to secure full-time employment at a bank.

Kathy transitioned to the Section 8 Rental Opportunity Program, which provided help with rent and utilities based on her income. This bit of help allowed her to pursue a degree in

accounting. Upon graduation, she moved to a full-time position, with health benefits, at a tax preparation company. With her new position she is completely self-sufficient.

One CAC service Kathy is looking into is home ownership. Help is available through CAC's homebuyer-equity properties or as a referral to USDA's first-time homeowner programs.

It is a true success when CAC can help a person at the lowest point in their life. Kathy put in a lot of years of hard work and effort to move from being scared in a protective shelter to possibly holding the keys to her first home. Kathy's success is why we continue to provide help to our most vulnerable families – working with people toward success is what we believe in.

** names are changed to maintain client confidentiality*



A young family living in an outlying community had their life turned upside down when the stay-at-home dad left three children and his wife. The mom commuted to Colfax for work and was unsure what to do. She came to the Community Action Center's Colfax office for help. She made the decision to move to Colfax to shorten her commute. CAC was able to help her find an affordable apartment with emergency rent assistance, help with food and provide a swim pass for the family. She came by the office recently to share she was doing great and feeling empowered and confident.

Contact Information:

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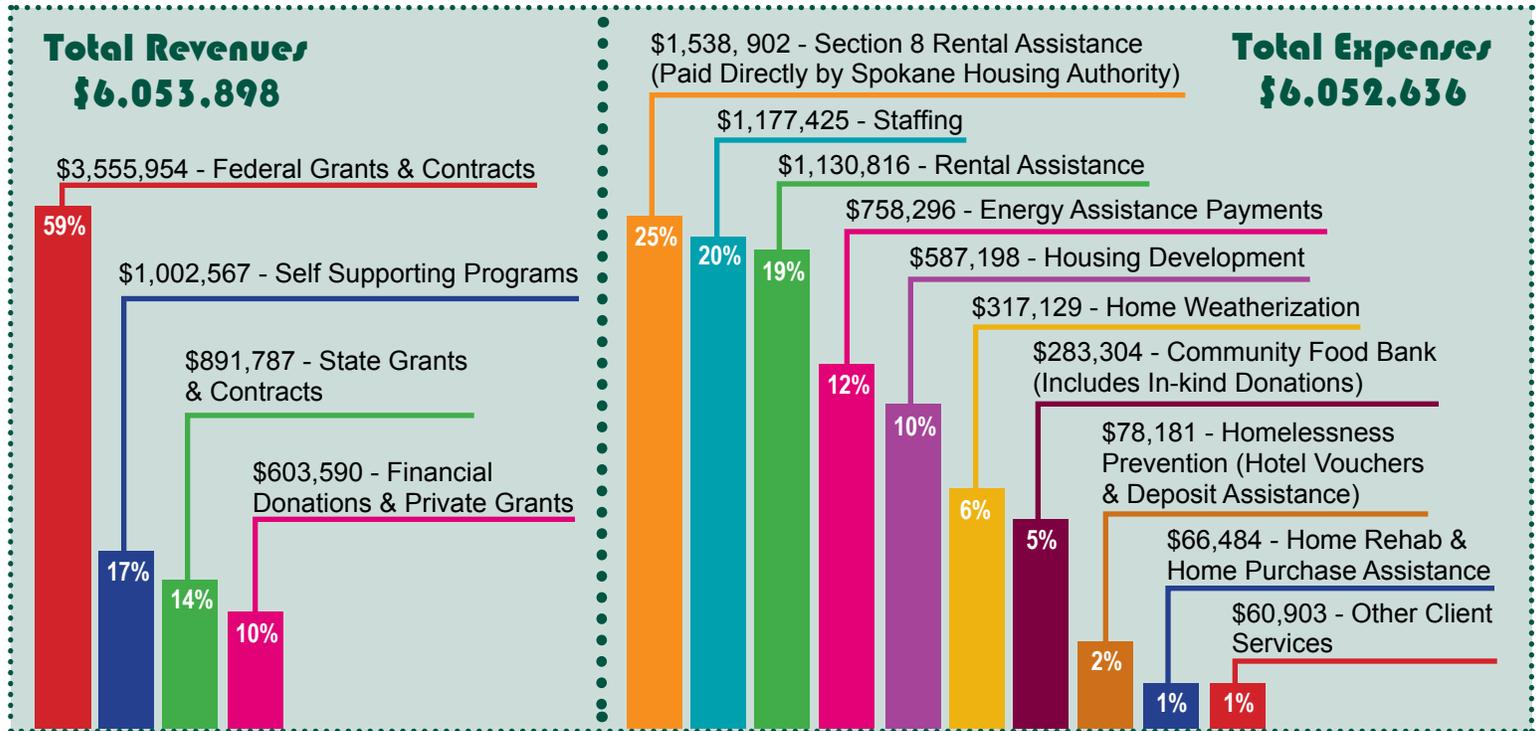
Email: caccolfax@cacwhitman.com

"This month was a little slow and I could barely make ends meet, but I am glad I was able to come to the food bank for commodities."

– Food Bank Client

Financial Activities Report

Financial Information: July 1, 2011 to June 30, 2012 (Unaudited)



2011-2012 Highlights

Sometimes we help more than people at the Community Food Bank. A gentleman stopped by the food bank for help. He was traveling with two dogs and had no family in the area. Amy gathered items that he could easily eat on the road and included food and water for the dogs as well. Giving relief on a hot summer day is often just what is needed.



Help from Neighbors & Friends

- Through the generosity of our neighbors, 50,546 pounds of food were donated to the Community Food Bank along with several tons of bread, dairy, eggs and produce from local businesses and gardeners.
- Thanks to the 4th annual Palouse Cares silent auction and city wide food drive in December 2011, CAC was able to distribute over 10,000 pounds of food and \$3,500 to those in need.
- Over 1,200 families received special Thanksgiving and Christmas baskets in 2011. The coordination of Pullman Child Welfare, local community outreaches and many generous individuals, churches and clubs made it possible to give families a very special holiday.

Legal Services

- CAC works with the Whitman County Bar Association whose members serve as volunteers and advisors. The range of services includes staffing monthly legal advice clinics, providing brief services/consultations, and providing full service representation. There are approximately 56 attorneys currently registered as volunteers with the program. There are 11 members who serve on the program's advisory board. Overall, attorneys contributed over 280 hours of volunteer services.
- The Legal Services program finds legal resources for low-income people needing access to competent and appropriate information, advice and representation in the civil justice system. Thanks to Whitman County, CAC is provided office in the courthouse to meet this vital need.
- This year we helped 65 new people and in 18 cases they were placed with an attorney for full services or representation. Attorneys met with 36 clients at family law legal advice clinics held every month.

2011-2012 Highlights

Emergency Assistance

- 22 households were given temporary shelter from a homeless situation.
- 271 households received move-in or eviction prevention assistance. 125 of these households continued working with a Family Development specialist for a period of time after the initial assistance, typically 6 to 9 months. These households received crisis intervention and help in identifying family resources and referrals, setting goals, establishing support networks to make sure that their goals were achieved.
- 197 households received assistance with fuel to get to medical appointments and for employment opportunities.
- 14 households received assistance with prescriptions.
- 35 households received assistance with meal vouchers.
- 6 households received assistance with garbage bills to allow continued service.
- 8 households received assistance with water bills to prevent shut-offs.
- The Community Food Bank and the CAC Colfax office in coordination with F.I.S.H distributed food to 2,623 households. Of those households 6,949 were individuals and 2,280 are under age 18. 33% of all individuals served through the Community Food Bank are under age 18.



Property Management

CAC owns and manages 11 affordable housing complexes with 136 units, and 1 transitional housing complex with 9 units.

- Bellevue Duplexes in Pullman provides safe, affordable homes in a healthy environment for low- to moderate-income families.
- Kenwood Square in Pullman offers income based rent for seniors and disabled people.
- Wheatland Apartments provides income based rent for families in Tekoa.
- Palouse Cove offers seniors quiet, income-based, country living in Palouse.
- Maple Street Apartments are close to WSU and provide one unit for someone working with Palouse River Counseling.
- Hillside Court provides 24-hour care and private living for developmentally disabled individuals in Colfax. CAC works with Dreamworks to meet the needs of the residents.
- Johnson House was recently remodeled to offer disabled persons a safe and healthy environment in Colfax, staffed by the Dreamworks team.
- Steptoe Court and Hughes House in Pullman provide 24-hour care for developmentally disabled individuals.
- Davis Way is transitional housing that provides a safe and stable home for families who have become homeless or face that risk. They must engage in case management with staff with staff to help them overcome the challenges that led to their homelessness.
- Tomason Place I is a 26-unit, Tax-Credit property. It is one of our recent additions and offers a family friendly environment to a variety of households.
- Tomason Place II opened in April 2012, and offers a family friendly environment with 28 Tax-Credit units. Tomason Place II is currently managed by Cambridge Management Inc 509-334-3328.

"As a new member of the CAC staff, I see that we provide excellent service to people here in Whitman County. Many are out of work or have low paying jobs and can't afford to feed their families. Access to the food bank is a service they can count on."

CAC Staff Member

2011-2012 Highlights

The CAC Self-help Program has helped several families succeed in owning their first new home. We have been told by participants, "We had given up on the dream of owning our own home until we found your self-help program". This home allows the parent to provide a clean, safe and secure place to raise their young families, without the worries of trying to save enough for a down payment for a home they may otherwise not be able to purchase.



Energy Assistance

- 1,089 households received \$595,869.00 for home heat assistance through the Low Income Home Energy Assistance Program. 108 households received \$29,153.00 in assistance through Project Share. 95 households received \$62,881.00 in assistance through Avista Share. Of these households, 45 received an additional space heater and blankets and 95 households had their furnace repaired or replaced.

Tenant Based Rental Assistance

- 59 total households were served through TBRA during the last fiscal year, with an additional 15 households at the Davis Way Apartments. Case management is a key to the success of TBRA to increase client self-reliance.

The CAC Self-Help Home Ownership Program

- The CAC Self-Help Home Ownership Program provides an opportunity for families with moderate to low income to become homeowners by earning their down payment by painting the inside of the home, completing construction clean up, and doing the landscaping. All work is completed at the homeowner's convenience, usually during weekday evening hours and weekends. CAC provides the paint and landscaping materials.

In addition to the no down payment, we deduct \$3,600 from the purchase price for self-help work. Payments are affordable because CAC provides a 2nd loan for at least 15% up to 40% of the purchase price, depending on the loan amount the family qualifies for with the bank.

- The Community Action Center is now in the planning stages of building four new homes similar to four that were recently built and sold in Palouse. If you might be interested in the next phase of homes, please contact us.

Home Weatherization Program

- 74 families received energy conservation improvements to their homes this year. CAC staff help identify improvements that will reduce the energy needed to keep the home safe, healthy and habitable. Typical improvements include insulation, heating system repairs or replacements, and air sealing.

Rental Opportunity Program (Section 8)

- The Rental Opportunity Program – Section 8 – is a federal program administered through the U.S Department of Housing and Urban Development (HUD) and the Spokane Housing Authority (SHA).
- Section 8 provides safe, affordable housing to families and the elderly with limited incomes.
- Community Action Center currently provides 324 vouchers to families and individuals throughout Whitman County.

2011-2012 Donors

Special thanks to these generous community members and businesses who provide support of our services!

Almota Elevator Co.
Amalgamated Transit Union #1015
American West Bank
Eileen Ankerson
Eileen (memory of Roselyn Geiger) Ankerson
Bruce & Erica Autin
Avista Foundation
K. Barron
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Kari Mosley
Herbert Nakata
Judith (for George Kennedy) Oerkvitz
Arvid E. Olson
Palouse Cares
Palouse Patchers
Sita Pappu
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Wendy Jo Peterson
Susanne Polle
Joann Porter
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Pullman Presbyterian Church
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Amy Robbins
Sacred Heart Parish
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Judith Sorem
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St James Episcopal Church
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Elizabeth Staples
James Strathdee
Christopher Tapfer
Tau Beta Pi Sorority
Robert & Carol Thornton
Thursday Afternoon Golf League
Roberta Tiemann
Trinity Lutheran Church
Harry & Marie Turtle
Njansi Uchendu

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WSU History Dept
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WSU Retirees Association
WSU Retirees Association Donation
WSU Track & Field - Car Wash Fundraiser
Lynda Wyborney
Darcie Young
Kristine Zakarison

Please help us update our records by letting us know if we have misspelled your name or if your name should be included in this listing!

Volunteers – The Heart of CAC

CAC relies heavily on the year round gifts of time, talent, energy and heart of our volunteers. This year volunteers provided 3,383 hours of help with the food bank, driving, filing, paperwork, and even maintenance on properties. Our dedicated food bank volunteers help distribute food to clients every week. These volunteers are our greatest asset. Without the service of these community volunteers it would be difficult to help our neighbors. Thanks to all of you who come and serve for the benefit of all.



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"We are so thankful to be able to come to the food bank and are always greeted by such friendly people."

– Food Bank Client



Community Action Center, as part of a national network of 1,100 Community Action Agencies, dedicates itself to fulfilling the Community 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.

