

COMMUNITY ACTION



Macomb
Community
Action

Essential Heroes Adapting



2019-2020 ANNUAL REPORT

Essential to the community



A handwritten signature in black ink, appearing to read 'Ernest Cawvey'.

Ernest Cawvey

Director,
Macomb Community Action

Every year, Macomb Community Action works to address the most pressing issues for Macomb County residents. While we could not have expected 2020 to present so many new and persistent challenges for our communities, the context of the Coronavirus pandemic highlighted how essential the services of Macomb Community Action are for our residents. Throughout 2020, MCA responded to the pandemic by expanding and adapting our services, in order to ensure that residents were connected to the support that they desperately needed. Across all of our programs, MCA worked diligently to provide new and innovative solutions to the hardships of the pandemic.

Since the national inception of Community Action Agencies in 1964, Macomb Community Action has worked to diminish the effects of poverty and invest into our communities. In 2020, Community Action Agencies across Michigan were called to the front lines of our battle against the Coronavirus, charged with maintaining the social safety net for residents in crisis, and designated by the Governor as Critical Infrastructure Workers. Throughout the pandemic, staff at Macomb Community Action have been at work every day to make sure that we serve our most vulnerable residents. Now, more than ever, it is essential that the strength of our agency, our volunteers, and our community partners are brought to bear on the challenges of poverty. Please join us in this work.

Adapting *in the* face of adversity

Fiscal year 2019-2020 began like any other year. The gifted leadership and staff of Macomb Community Action continued to serve Macomb County families with our awesome and far-reaching programs. Families in crisis were served. 1000+ students received high-quality learning through Head Start. Seniors received nutritious meals: home-delivered and at congregate sites. Homes were weatherized. Snow was plowed. County food pantries were stocked. And so much more!

Then March 2020 hit! Each of us experienced an upheaval in our everyday lives. Businesses closed their doors. Family visits were postponed. Social gatherings were canceled. Schools resorted to remote learning. Jobs were suspended - unemployment surged. Incomes cratered. Bills came due. Uncertainty abounded. Fear flourished. Hope evaporated. Volunteers were sent home. And wasn't this a Census year?

A new lexicon emerged. Covid-19. Zoom. Skype. Face time. Shut-down. Lock-down. Quarantine. Testing. Contact tracing. Essential workers. Masks. Hand hygiene. Social distancing. Our community suffered through this excruciating time of health risks, financial uncertainty, hunger, and loss.

Yet, the sensational leadership and dedicated staff of Macomb Community Action (MCA) provided much-needed light, hope and assistance to countless families and individuals. This devoted team of 'essential workers' transformed their workplaces, and steadfastly met the emergency needs of our community - all the while embodying the "promise of community action."

Some 2020 MCA highlights:

- **Marshalled county employees to assist with the daily delivery of over 1,700 Meals on Wheels to home-bound seniors;**
- **Developed remote-learning guidance and 'lesson plans' for over 1,000 Head Start and Early Head Start children and their families; invented contact-less means to assist Action Center applicants;**
- **Implemented innovative food distribution methods to reach more families;**
- **Initiated, staffed and achieved numerous outreach events to reach a 90%-plus county response to the 2020 Census.**
- **The Macomb County Action Advisory Board (MCAAB) met regularly and virtually - in compliance with Michigan emergency orders - to oversee all agency activity.**

MCA leadership and staff continue to provide relief and offer kindness to those who suffer the fallout from the pandemic. The huge amount of additional funds provided through the CARES Act could never have been disbursed in a timely fashion, to those in need, without the creativity, commitment and perseverance of the staff of Macomb Community Action.

The Macomb County Action Advisory Board honors, values and appreciates each member of this spectacular team! We look forward to a prosperous and pandemic free future!



Denise Amenta

Denise Amenta
Board Chair, MCAAB





STEADFAST IN OUR COMMUNITY ACTION

MISSION

Persistent action to diminish poverty and promote independence

VISION

All Macomb County residents achieve their fullest potential and maintain personal stability and security

VALUES & BELIEFS

People

We are a community where no one should have to walk alone.

Diversity & Inclusion

Embracing diversity and ensuring inclusion strengthens and enriches our community.

Person-Centered Services

Maximum feasible participation and all persons are treated with dignity and respect.

Accessibility, Equity, and Parity

Barriers to independence exist in our community. Persistent action is required to ensure all persons have opportunities to work toward reaching their fullest potential.

Advocacy

To meet our Mission, we encourage collaboration, we inform policy, we impact change.

Macomb Community Action Advisory Board (MCAAB) Officers

MCAAB Officers

Chair: Denise Amenta

First Vice Chair: Monica Bihar-Natzke

Second Vice Chair: Michael Bruci

Representatives from the Public Sector

Joan Flynn, City of Warren

Division II, New Baltimore
Tom Kalkofen, Community
Member

Elizabeth Vogel, Deputy
Supervisor, Clinton
Township

Matthew Micinski,
Community Member

Honorable William Hackel
III, 42nd District Court -

Mark Hackel, Macomb

Representatives from the Consumer Sector

Denise Amenta,
Community Member

Robert Combs, Macomb
Food Program Pantry
Network

Monica Bihar-Natzke,
Community Member

Carlee Wilson, Head Start
Policy Council chair

Michael Bruci, Consumer

Representatives from the Private Sector

John H. Bierbusse,
Macomb St. Clair Workforce
Development Board

Krista Willette, R.N., M.S.A.,
Macomb County Health
Department

Sara Gold, United Way for
Southeastern Michigan

Tanya Blatz, Detroit Arsenal

Carmen Bordea, Office of
Global Michigan

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.

We Adapt, Respond, Persist



Macomb Community Action responded to the needs to residents facing crisis due to the COVID-19 pandemic



33% more food distributed through the Macomb Food Program



1,440 iPad's distributed to Head Start children for virtual education



2,343 COVID assistance calls to our x6999 phone line



22,718 individuals served at the Macomb Food Program



Over 100,000 face masks distributed by the Macomb Food Program



\$1.3 million WCARES dollars used to prevent water shut offs



100% Meals on Wheels delivery rate

Not one delivery was missed during the COVID-19 pandemic!



4,000 care packages distributed to Seniors



4,000 free Shipt memberships for Seniors

Macomb Community Action staff have been relentless in their efforts to soften the impacts of the coronavirus pandemic on Macomb County's most vulnerable residents: children, seniors, and those facing housing instability. From mask and iPad distributions to preventing homelessness and fighting hunger, Macomb Community Action performed essential work to sustain families and their neighborhoods.



Macomb Community Action

Persistent action to diminish poverty and promote independence



Adapting to **our families' needs**

Head Start 0 - 5

Head Start 0-5 is a program designed to serve low-income pregnant women and children birth through school age and their families. School readiness preparation is a focus with health, mental health and disabilities services as the foundation for a child's physical, social and developmental needs.



When the COVID-19 pandemic closed Head Start classrooms, the program moved to remote teaching. Family Advocates took action to support parents by providing weekly well checks and resources. Families were encouraged to participate in monthly Gleaners food drops at the Macomb County Family Resource Center.

During the pandemic, virtual learning was the best way to stay connected with children and families. Head Start 0-5 used CARES Act COVID funding for the tablets, air purifiers and sanitizing spray bottles for all work spaces, family child care homes and classrooms. The program provided washable and disposable face masks, lanyards and organic hand sanitizer along with face shields.

Special events included:

- Monthly Diaper drive thrus and drop offs for Early Head Start families
- Monthly Gleaners food drives and drop offs for all families as well as the local community
- Bi-monthly Home Learning Kits for children
- Wellness checks on families that were unable to attend in-person or virtually

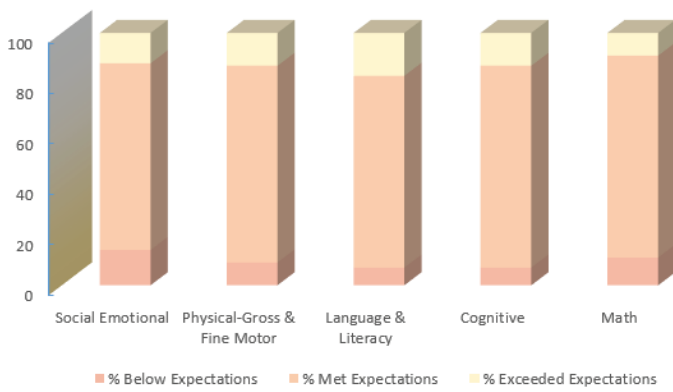
Accomplishments include:

- Offering in-person and virtual learning for all enrolled students based on the State Of Michigan recommendations and protocols along with family preference
- Laptops and iPad distribution for all classroom and support staff to conduct work in the classroom, the office, and remotely
- Replenished all classroom and home care libraries with new Early Childhood books

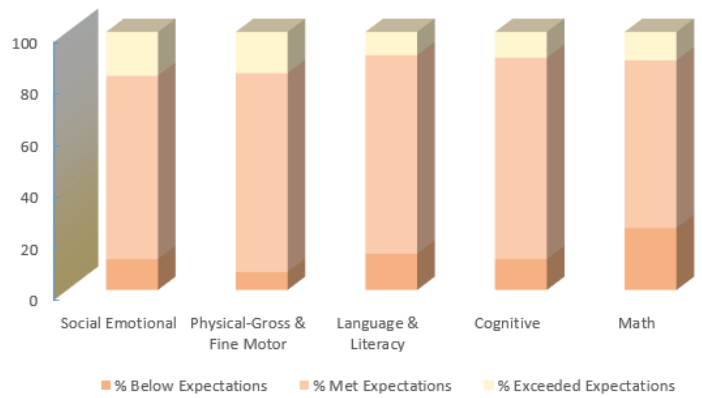




Early Head Start 0 - 3 ♦ School Readiness Goals 2019-20



Head Start 3 - 5 ♦ School Readiness Goals 2019-20



Due to the pandemic, this data only summarizes readiness figures from October 2019 through March 2020.

HS:			
Dental	520/963	=	54%
Physicals	768/963	=	80%
EHS:			
Dental	43/132	=	33%
Physicals	95/132	=	72%
CCP:			
Dental	51/115	=	44%
Physicals	96/115	=	84%



Both dental and physical exams are unusually low due to covid-19 related shut downs. Pediatricians were not seeing patients for routine well exams and dental offices were either closed or limiting visits to emergencies. We are planning for mobile dentists to help children become current with dental screens, as well as more dental offices opening for routine screens.

Smart Connections is the approved parenting curriculum with topics ranging from routines and rituals at home to expressing feelings with their children. These interactive parenting workshops take place monthly at two locations, the Macomb County Family Resource Center and Angus Elementary School September through January. The COVID-19 pandemic and bad weather prevented the remainder of the meetings from taking place. In lue of a meeting a monthly Smart Connections Newsletter was created and sent out to the families. Accumulative attendance was 128 adults.

Funding from public and private sources, as well as expenditures for the fiscal year can be viewed on page 13. Plante & Moran, PLLC conducted the 2019 Single Audit and found no material weaknesses nor any deficiencies.



Responding to **basic needs**

Macomb Food Program

When the COVID19 pandemic hit Macomb County, the Macomb Food Program knew it was facing some tough challenges. With the stay at home orders and our residents losing some or all of their income, the demand for food assistance quickly increased. We needed to get more food out to the community with less volunteer support while practicing social distancing with our customers.



Time to start boxing! With the help of county personnel whose work hours had been reduced or temporarily suspended, we started boxing up our inventory. Each box contained a variety of shelf stable foods that were ready to be distributed through a curbside model. This made it possible to provide food to individuals, families with children, seniors and the homeless in our community without compromising the health and safety of our employees and pantry partners. With increased funding through federal programs, we were also able to provide an abundance of fresh fruits and vegetables, dairy and frozen meats, poultry and fish.



Individuals Served: 220,718
Households Served: 87,537
Pounds Distributed: 3,398,990
COVID / Emergency Boxes: 38,860
Coronavirus Food Assistance Program (CFAP)/ Dairy, Produce & Meat Boxes: 18,022
Frozen Meat and Protein Products: 351,675 lbs

FUNDRAISING
United Way - \$20,000
Fiat Chrysler - \$20,000
Scouting for Food - 34,737 pounds of food
Giving Tuesday Campaign - \$6,460
Macy's Bag Hunger Campaign \$5,573
Robbie Atherton Foundation - \$5,000
Howl O Ween Hustle (UEA Staywell) - \$4,500
Macy's Round Your Change Campaign - \$3,197
DTE Foundation - \$2,700
NALC Branch 4374 - \$2,229
NALC Stamp Out Hunger Food Drive (Virtual) - \$2,020
Delta Dental - \$2,000 (432 adult / 144 youth toothbrushes)
Junior League of Detroit - \$1,900.00
Consumer Energy - \$750



Stability for all

Community Development

Home rehabilitation, emergency homelessness prevention, rapid rehousing services, energy waste reduction jobs, and weatherization services were always needed in Macomb County, and the pandemic exacerbated those needs. During the 2019-20 period:

- \$560,903 dollars were invested in residential properties with 13 comprehensive and 14 limited housing rehab projects completed
- 224 people within 76 household saved energy through our Weatherization Assistance Program with a \$976,740 budget
- 235 people within 84 households reduced their energy waste via the following replacements:
 - 52 furnaces
 - 23 water heaters
 - 18 refrigerators
- \$156,084 rebates invested in Macomb County from utility companies
- Emergency Solutions Grant (ESG) funding was used to support emergency shelters, provide homelessness prevention, and rapid rehousing services
- 16 people within 6 households kept their homes warm over the winter months with \$4,587 funds raised from Walk for Warmth

- 91 households comprised of income-eligible seniors, disabled adults, and mobile home residents received assistance through our Minor Home Repair (MHR) program via a \$158,000 budget
- Seniors age 60+ and disabled adults opted into our Grass & Snow program for lawn care services; 550 households were assisted with a \$310,949 budget
- A \$73,333 budget allowed us to install 631 safety devices and 11 modular ramp systems across 152 households as part of our Home Injury Prevention Program (HIPP)



OVERVIEW OF FUNDS:

U.S. Dept of Housing and Urban Development: Community Development Block Grant - \$1,887,306

HOME - \$1,729,122

Emergency Solutions Grant - \$157,031

Community Development Block Grant (CDBG) Projects

Roxana Park, Eastpointe - Phase I CDBG project included a new play structure, picnic tables, drinking fountain, electrical service to the pavilion, and a new paved walkway

Budget: \$105,887 | People Served: 8,390

Installation of sidewalks and ADA crosswalks in Chesterfield, Harrison Township, Macomb Township, Richmond, and Utica

Budget: \$230,551 | People Served: 12,473

Demolition of blighted restroom/utility structure in Mount Clemens

Budget: \$18,254 | People Served: 3,295

Richmond City Hall ADA door installation

Budget: \$4,710 | People Served: 1,208

Richmond Township Senior Center roof repair

Budget: \$8,747 | People Served: 149

Through a long standing partnership with SMART Macomb Community Action's Transportation program operates a fleet of wheelchair equipped buses. These vehicles can accommodate almost all individuals with disabilities. We are very proud of this long standing partnership with SMART which allows us to serve Macomb County's most vulnerable populations.

In fiscal year 2019-2020 MCA Transportation provided:

- 6,508 one-way trips
- 255,590 meals delivered
- 11,146 riders transported

At the onset of the Covid-19 pandemic, MCA Transportation was on the front line providing service to homebound Meals on Wheels recipients. To reduce the number of individuals involved in the delivery process, volunteer driver routes were reassigned to MCA Transportation routes. This doubled the number of routes we had prior to the pandemic and more than doubled the number of meals served on each route. Through the coordination of the Office of Senior Services and other County Departments, the Meals on Wheels program continued to run seamlessly with the help of the many volunteers who delivered most of the meals prior to the pandemic.



Roxana Park (Eastpointe) - BEFORE



Roxana Park (Eastpointe) - AFTER



Stabilizing our community

Action Centers

Our Community Action Centers expanded services in response to the COVID-19 pandemic. We served 1,627 households with Emergency Assistance Programs, and 88 people across 58 veteran family households received support services to keep them from becoming homeless and have safe, sanitary conditions in their home. Other programs and accomplishments include:

- Over 2,300 calls received on the COVID-19 Assistance line
- Special funding from the United Way of Southeast Michigan (UWSEM) was allocated to keep people in their home and prevent eviction. Funding for “Microgrants” also provided MCA an opportunity to distribute small, direct cash grants to individuals and families in need. These were important programs for people who were unable to receive unemployment benefits, had unique challenges early on in the pandemic, and needed to avoid situations such as homelessness which would have made them more vulnerable to COVID-19
- Community Action Centers participated in the Mask Up! Michigan campaign to distribute disposable and reusable cloth face masks during regularly scheduled food and diaper distribution events
- MCA worked directly with the Treasurer’s Office to identify and assist people who were at risk of losing their home to property tax foreclosure. Special, one-time use funds were used to provide housing stability

- Community Action Centers provided increased amounts and types of assistance including help with rent, mortgages, security deposits, utilities (gas, water, electric), car repairs, and burials. Expanded eligibility criteria, including automatic eligibility, resulted in MCA reaching many more people and making the process easier overall
- Special grant funding provided iPads with data service to 300 eligible families to bridge the digital divide
- MCA administered over \$1.3 million in assistance for water bills through the WCARES Program; over 6,000 households avoided water shut off and maintain sanitary conditions in their home
- The 30th Annual Walk for Warmth raised \$14,385 to help over 55 people across 26 households keep their home warm through the cold winter months



Supporting the vulnerable

Nutritional Services

Meals on Wheels provides daily, ready to eat meals to seniors living in Macomb County who are homebound. We offer chilled meals for dinner and weekend meals as well. Holiday meals are delivered on Easter, Christmas, and Thanksgiving. Shelf-stable food boxes are provided as back-up when inclement weather prohibits meal delivery. Meals meet all nutritional requirements with regard to protein, salt content, carbohydrates, etc. to help participants maintain a healthy diet.

The Office of Senior Services delivers approximately 1,600 meals daily. There are over 900 volunteers that assist in delivering meals. During the pandemic, the delivery model was revised to protect both volunteers and the participants. The model changed from volunteer delivery to staff-only delivery. This required staff volunteers from many other Macomb County departments to assist with delivery. With their support, not one day of meal delivery was missed!

During 2020, Meals on Wheels served 2,926 participants:

- 331,621 lunches
- 52,027 dinners
- 3,149 weekend meals
- 55,269 shelf-stable meals
- 3,060 Ensure Plus'
- 1,352 holiday meals
- 450 Gleaner food boxes (18,900 meals)

Dining Senior Style is designed to meet social and nutritional needs to seniors who are not homebound. Seniors can attend over 20 dining sites throughout Macomb County. Most sites are open Monday through Friday. All individuals 60 and over are welcome to attend. There are activities that the seniors can participate in as well as socializing with their peers and new friends.

With the onset of the COVID pandemic, many of the sites closed. In response, the Office of Senior Services established "Grab and Go" sites in which seniors could drive up and receive a meal. This service delivery model continues with more "Grab and Go" sites now available throughout the county. Dining Senior Style distributes approximately 300 meals daily.

During 2020, Dining Senior Style served:

- Lunch meals: 38,0870
- Chilled meals: 50,787
- Served 3,108 participants





Expanding to meet the need

Senior Services

GoldenBerry Adult Day program is a medical/social model of care that provides respite for caregivers of seniors with dementia. It remained open throughout the pandemic by following strict safety protocols, though capacity for service was reduced due to social distancing protocols. In 2020, GoldenBerry provided 15,935.75 hours of service to 39 participants, including:

- 173 showers
- 433 one way trips to/from the center
- 2,125 lunches

At the onset of the pandemic, the Office of Senior services made outreach calls to our seniors to check in. Many seniors identified the need for PPE, hand sanitizer, soap, cleaning supplies etc. With support from the CARES Act funding, Care Packages were assembled and distributed to over 4,000 seniors.

The outreach calls also identified an unmet need for socialization. Many seniors requested that someone call and check in with them periodically. This led to development of a Friendly Caller Program. Volunteers reach out to seniors on a weekly basis to have friendly conversations. Social isolation and loneliness is experienced by many seniors and the pandemic has contributed to an increase in these feelings. In order to mitigate risk of seniors going to the grocery store during the pandemic, The Office of Senior Services partnered with Shipt- a

grocery delivery service. Over 5,000 annual Shipt memberships were distributed to seniors free of charge. This project was also funded with CARES Act dollars.

The Office of Senior Services responded to the COVID crisis in a number of ways. At the onset, we transitioned our Meals on Wheels operations from a primarily volunteer delivery model to staff only. This was done to mitigate risk of transmission to volunteers and our participants. This transition required a tremendous amount of additional work for all staff. The commitment and dedication of staff to ensure meals were delivered safely was astounding. Consequently, we did not miss a meal delivery throughout the pandemic. Meals on Wheels of Macomb did not miss a beat!



FINANCIAL STATEMENT

Macomb Community Action

Statement of Revenues and Expenses

Revenue and Support

	Total 2020	2020 Normal	2020 COVID	Total 2019
Federal Grants	\$37,805,797	\$25,398,097	\$12,407,700	\$24,617,659
State Grants	\$1,960,528	\$1,960,528		\$1,908,136
Local	\$4,054,200	\$4,054,200		\$3,428,474
Private Resources	\$4,868,469	\$4,472,214	\$396,255	\$4,344,047
Changes in Fund Balance	\$607,288	\$607,288		\$694,872
In-kind	\$6,675,865	\$6,675,865		\$7,679,472
Total Revenue and Support including CSBG	\$55,972,147	\$43,168,192	\$12,803,955	\$42,672,660

Program Services:

Administrative Programs	\$3,542,576	\$3,512,576	\$30,000	\$3,835,133
County CARES - Vulnerable Populations	\$5,515,881		\$5,515,881	
Children and Family Services				
Head Start Programs	\$14,271,112	\$14,183,777	\$87,335	\$13,423,517
Action Center Programs	\$6,791,094	\$1,932,275	\$4,858,819	\$2,311,052
Food Programs	\$5,633,421	\$5,480,827	\$152,594	\$5,774,681
Community Services				
Community Development	\$11,323,326	\$9,651,600	\$1,671,726	\$9,276,130
Weatherization Programs	\$2,185,345	\$1,840,345	\$345,000	\$1,832,028
Transportation	\$818,388	\$818,388		\$748,300
Home Injury Prevention, Grass/Snow Programs	\$565,654	\$565,654		\$549,570
Senior Services				
Nutrition Programs	\$4,617,859	\$4,475,259	\$142,600	\$4,424,860
Social Services	\$707,492	\$707,492		\$497,389
Total program services	\$55,972,147	\$43,168,192	\$12,803,955	\$42,672,660



Macomb
Community
Action

Year in Review





**ROBERT A. VER KUILEN
BUILDING**



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Community
Action**

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