The Bible in Matthew 25:40 says “And the King shall answer and say unto them, Verily I say unto you, Inasmuch as ye have done it unto one of the least of these my brethren, ye have done it unto me.”

We look back on the tremendous contribution that has been made through the years by United Services Community Action Agency (USCAA). What a legacy of outstanding and dedicated service! We now begin a new phase in the life of USCAA and are mindful of the great challenges we face, but we look to the future with promise and great hope. We collectively work toward improving the lives of well-deserving, but disadvantaged residents of Jackson, Platte and Clay Counties who have yet to realize the American dream of self-sufficiency.

The articulated mission of the United Services Community Action Agency is to eliminate poverty among the people of Jackson, Clay, and Platte Counties in Missouri. USCAA serves as an advocate for low-income residents by identifying the causes of poverty and then developing and implementing comprehensive approaches to eliminate those causes. Addressing the material needs of “the disadvantaged” requires significant time, creativity as well as financial resources.

In the upcoming years, we look to add Head Start programs to our service offerings. Head Start provides grants to local public and private, non-profit and for-profit agencies to provide comprehensive child development services to economically disadvantaged children and families. The broad objectives of the Head Start program are a natural fit to the operational mission of USCAA. As the local Community Action Agency in Kansas City, USCAA improves the lives of the poor and disadvantaged. Without the Community Action structure and the opportunities it provides, there would be fewer ladders out of poverty and the number of poor would increase. By helping the poor where possible and assisting those who are willing to climb the ladder, Community Action makes it clear that there are ways to overcome a disadvantaged background.

USCAA’s programs will continue to confront the “war on poverty” on three levels: at the level of the individual, the family unit, and the greater community. Community Action fights and is winning the war on these three fronts. Boldly we face the challenges of today and tomorrow knowing that lives have been touched and, hopefully, changed through the sacred work we’ve done.

In New York Harbor these words are inscribed on Lady Liberty: “Give me your Tired, your Poor, Your Huddled Masses yearning to breathe free, the wretched refuse of your teeming shore. Send these the Homeless, tempest-tossed to me. I lift my lamp beside the golden door.” USCAA extends a similar sentiment and invitation to the residents of Jackson, Platte and Clay County. Sharing and Caring for every individual in the population will not only impact those touched now but, hopefully, forever.

September, 2012

Executive Director/CEO

President/Board Chairman
Officers

President - Dr. Zavon Kanion (Private Sector – Healthcare)
1st Vice President - Mr. Alan Greml (Public Sector – Clay County Commission)
2nd Vice President – Mr. Jane Fowler (Low Income Sector – Platte County)
Secretary – Mr. Mark Lindsay (Public Sector – Platte County Commission)
Treasurer – Ms. Barbara Lunn (Low Income Sector – Jackson County)
Parliamentarian – Mr. Jerry Blair (Low Income Sector – Platte County)

Directors

Ms. Lindy Belton (Private Sector – Law Enforcement)
Mr. Patrick Dobson (Public Sector – Kansas City, MO Mayor’s Office)
Mr. Clyde McQueen (Private Sector – Nonprofit / Employment Services)
Mr. Kevin Morgan (Low Income Sector – Clay County)
Mr. Deborah Pledger (Low Income Sector – Eastern Jackson County)
Mr. Ralph Reid (Private Sector – Business/Philanthropy)
Mr. Don B. Reimal (Public Sector – Mayor, Independence)
Mr. Troy Thomas (Public Sector – Jackson County Legislature)

Community Action Board Structure

Community Action Agency Boards are required to have a three part structure to insure diversity and the interests of low income residents are well represented. The three sectors are:

Low Income – at least one third or more of the board must be low income residents or their representatives. This sector is democratically elected from each of the three counties.

Public – One third of the board must be comprised of elected officials or their designees.

Private – Up to one third of the board will represent different segments of the community – business, labor, social services, religion, education, medicine, and other private groups.
In the late 1970’s, a handful of people dedicated to fighting poverty in Kansas City moved to create United Services of Greater Kansas City as a community action agency. It was incorporated on December 14, 1978 “to mobilize, coordinate, and focus public and private resources to make maximum impact on those problems and obstacles that affect the lives and lifestyles of the poor,” and “to provide a vehicle through which the poor will have maximum participation in identifying, developing, and implementing programs that will ultimately change and affect their lifestyles.”

United Services received an initial $79,000 planning grant and opened its doors at 1101 Euclid, Kansas City, MO. The first board of directors included Reverend Howard Gloyd, Reverend A. L. Johnson, Reverend James Leffingwell, Ms. Carol Akers, and Dr. Osofo L. H. McDonald. As a community action agency, United Services was designated to serve Clay, Jackson, and Plate Counties. The staff numbered 13 with Vernon Brooks as the first executive director.

The main office moved to 910 Pennsylvania in 1980 and three outreach centers were opened, one in each county. The main office moved again in 1982 to the 18th & Vine area of Kansas City. Another outreach center was opened in Independence, Mo. Our administrative headquarters and outreach center moved to 6323 Manchester, our current location in 1997.

Our primary funding as a community action agency comes from Community Service Block Grants (CSBG) from the federal government and distributed to the States which distribute the funds to the various community action agencies throughout the state. United Services is one of 19 such agencies in Missouri, each with a designated geographical territory. United Services covers Clay, Jackson, and Platte Counties.

Over the years our services have changed as the community’s needs have changed and funding has changed, risen and dipped. Besides our primary programs of energy and rent/mortgage assistance, we have a food pantry in Platte County, we have cooperated with the Full Employment Council on several employment placement and training programs, operated a thrift store for many years in Platte County, and held a variety of educational workshops to help low income residents improve their capacity to help themselves.
Now, 34 years later, United Services has a 15 member board in the tripartite structure required of community action agencies. It is the largest provider of energy assistance in Missouri. There are 34 full time employees in five outreach offices.

**Mission Statement**

The mission of United Services Community Action Agency is to assist low-income residents of Jackson, Clay, and Platte Counties, Missouri 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 of poverty.

**Missouri Association for Community Action (MACA)**

MACA is the statewide association of community action agencies fighting poverty in Missouri. The 19 community action agencies that cover every county in Missouri are members. Established in 1971, its vision is “United in purpose, the Missouri Community Action Network will inspire and engage people to ensure that all families and communities thrive.”

MACA supports this vision through advocacy, training, awareness, technical assistance, and resource development. It seeks to be an effective advocate for legislation and funding to aid the fight against poverty and to provide training opportunities and technical support to enhance the ability of agencies to serve their clients.

An important tool is the automated client tracking system used by the 19 Missouri agencies to effectively and efficiently collect, maintain and report on the clients they serve, the programs they offer, and the outcomes they achieve. Every agency collects the same information and reports the same data. It reduces how often clients repeat sensitive and personal information. Inter-agency sharing of expertise is enhanced.
USCAA nominated the Englewood Baptist Church in Clay County for the 2012 Award and it won!

USCAA serves over 1400 families in Clay County with energy assistance and referral services. We referred clients to Englewood’s food pantry.

In 2010, facing funding cuts, our Northland Outreach Office was going to be closed. The Englewood Baptist Church upon notice of our need, offered to house our outreach office in their administrative building at no cost. The minister, Reverend Micah Pritchett, and the congregation saw their mission to their community was to assist in the continuation of these services.

USCAA’s Northland Outreach Office continues to be located of the Englewood Baptist Church. With funding secure, USCAA is paying rent for the office space.

For over 30 year Englewood Baptist Church has provided a food pantry to help feed needy families in the Northland. They partner with Harvesters to purchase discounted food and volunteer quarterly to help sort food.

Their food pantry served:

- 60 families in 2005
- 130 families in 2009
- 261 families in 2010
- 532 families in 2011

Englewood partners with the Golden Oaks School to provide youth services since 2005. Its various mission trips include outreach and assistance as well as overseas and Native American communities. To find out more about Englewood Baptist Church and their mission to our community visit their website - englewoodchurch.com
Of the three counties served by USCAA, Platte County is the smallest by population (approximately 91,000) and contains urban, suburban, and rural elements. The overall poverty rate in Platte County (100% of Federal Poverty Level) is 8.1% (estimated 7,371 residents in poverty). There are 2,544 families headed by single mothers in Platte County with a poverty rate of 24.6% (over 625 families in poverty).

What has the Platte County USCAA Outreach Center done? Besides providing access to our energy assistance program, the staff has developed a cadre of volunteers and community partners with whom an array of programs have been created to meet the needs of Platte County low income residents.

The Platte County faith-based community has really stepped up with in-kind and cash donations, and volunteers.

- First Baptist Church - Dearborn
- First Baptist Church - Platte City
- First Christian Church - Platte City
- Hoover Christian Church
- Park Hill Baptist Church
- Parkville Presbyterian Church
- St Therese Catholic Church
- St John Lutheran Church - Farley
- Weston Christian Church
- Weston United Methodist Church

Volunteers have been critical to the Platte County Outreach Office being able to manage all of these programs with only two full time USCAA staff. The Food Pantry has 23 weekly volunteers. Two other volunteers pick up food items monthly. Four volunteers help in the office weekly. Volunteers do the shopping for the Christmas Store. Two weekly volunteers pack the Back Snack Program food. Over 30 residents volunteer for the various events throughout the year.

The Platte County USCAA Outreach Office is a model of community collaboration and leveraging of resources to help those in need. Residents, businesses, local government, civic groups, and churches have all contributed toward our mission. Kudos to the Platte County staff past and present.

The business community, civic organizations, and local government have also played a part.

- Platte County R-111 School District
- Lion’s Club
- Rotary Club
- Platte City Chamber of Commerce
- Platte County Health Department
- Platte County Sheriffs Department

Food Pantry – 3,192 families in 2011
Prescription Drug Program – 144 individuals and 48 households
Christmas Store – 876 children
Thanksgiving Food Boxes – 160 families
Coats for Kids program – 300 children
Back to School Fair - 746 children
Back Snack Program – 31 children per week
Water Utility Assistance – 19 households
Senior Fair – 500 seniors
Dental Program – 30 persons
Day of Hope – 200 families
Family Intake, Assessment & Referral (FIAR) is a process used to determine eligibility for USCAA programs and services. The FIAR system looks at all the potential needs of each family coming in for service. It looks beyond their present needs and seeks to address the underlying problems preventing long-term success. FIAR includes an outside referral system to other programs and services not available through USCAA.

LIHEAP (Low Income Housing Energy Assistance Program) assists low-income households that are not able to pay their home energy bills. There are two types of assistance: EA, energy assistance, is an annual non-crisis subsidy for qualifying households; ECIP, energy crisis intervention program, is for crisis situations such as disconnection. USCAA is the largest provider of energy assistance in Missouri.

PAVE the WAY (Project Assets & Values in Education) encourages low-income young people to reach beyond their current circumstances and put themselves in a better position to succeed. Students meet 3 days a week and are compensated for their participation in the program at the minimum wage rate. There are 4 phases to the classroom experience: Phase I deals with personal development and work readiness. Phase II and III allow students to evaluate their skills and explore career options. There is also a paid work experience option. Phase IV is the Leadership Development Institute.

Youth Lead Community Service Projects for low-income youths are located in low-income neighborhoods with residents also pitching in to clean up empty lots, plant trees and flowers. Four projects were organized in FY 2011. The youths learn to work in teams, build leadership skills, develop a sense of purpose, and take pride in a job well done.

Back to School Fairs are held in Clay, Jackson, and Platte counties. Medical, dental, and vision exams are provided; each child receives a new backpack.

Poverty Simulation is an experience designed to help participants begin to understand what it might be like to live in a typical low-income family trying to survive from month to month. The object is to sensitize participants to the realities faced by low-income people. The experience lasts from two to three hours. It includes an introduction and briefing, the actual simulation exercise, and a debriefing period in which participants and volunteer staffers share their feelings and experiences and talk about what they have learned about the lives of people in poverty.

Supportive Housing Program subsidizes a family’s housing payment for up to 2 years. The subsidy gradually decreases as the family demonstrates increased self-sufficiency. A case
manager works one-on-one with the family offering continual support, coaching the family through this transitional-to-permanent housing.

**Job Readiness Program** is a 2-day, 6 hour-a-day workshop to prepare clients for job searching and placement. The workshop presents up-to-date information to unemployed or under-employed low-income people to prepare them for today’s job market. The subjects covered in the workshop include: taking a job skills inventory, job search techniques and resume and cover letter writing; application and interview techniques, job etiquette and Equal Opportunity Rights.

**Job Fairs** allow employers in Jackson, Clay and Platte counties to meet low-income people in need of immediate employment. Many of the employers accept applications and/or interview potential workers at the fairs. The fairs are held quarterly.

**Life Skills Classes** are a set of 2-hour workshops providing information to assist clients move towards self-sufficiency. The workshop subject areas include weatherization, life coping skills, income management, budgeting, effective communication, nutrition, stress management, problem resolution, and dressing for success.

**Family Support Program** is an intensive, long term case management process that focuses on education and employment. Our case managers work with clients one-on-one to guide them towards accomplishing their employment and/or education goals.

**Christmas Store / Red Bag Christmas** are holiday programs to help families provide some presents for their children. The Christmas Store is in Platte County and also has a special session for seniors who receive a food voucher, flu shot, and a present. The Red Bag program is facilitated in Jackson and Clay Counties.

**Coats for Kids** is a program initiated by our Platte County Office in association with the Platte City Chamber. It distributes freshly dry cleaned, donated winter coats for children in low income families.

**Food Pantry** is a nutrition assistance program established in Platte County and funded by community donations and in-kind gifts of food.
From October 1, 2010 through September 30, 2011 USCAA actions helped thousands of low income residents of Clay, Jackson, and Platte Counties. These numbers not only reflect how many, but who we serve. Much of our help is short term emergency assistance, but when combined with training and counseling that lead to our clients becoming more self sufficient. Long term impacts are achieved.

20,010 Families received energy assistance

2,418 Clay County families received energy assistance
16,916 Jackson County families received energy assistance
676 Platte County families received energy assistance

9,361 Families received energy crisis assistance

687 Clay County families received energy assistance
8,356 Jackson County families received energy assistance
318 Platte County families received energy assistance

4,234 Senior citizens received energy assistance

2,007 People received rent / mortgage assistance
756 People obtained skills needed for employment
11,646 People received food assistance

248 Unemployed people obtained a job

95 People increased their income and benefits

81 Youth improved their job readiness and social skills through the PAVE program

2,481 Children attended Back to School Fairs in Jackson, Clay, and Platte Counties

4,874 Volunteer hours in service through USCAA
## Demographics
(CSBG Clients only)

### Gender
- Male: 7,787
- Female: 10,914

### Age
- 0 – 5: 2,623
- 6 – 11: 3,443
- 12 – 17: 2,764
- 18 – 23: 1,749
- 24 – 44: 5,067
- 45 – 54: 1,845
- 55 – 69: 1,025
- 70+: 185

### Ethnicity
- Latino: 750
- Non-Latino: 17,951

### Race
- Black / African-American: 8,462
- White: 8,269
- Mixed Race: 343
- Other: 1,624

### Education Attainment
- 0 – 8th grade: 342
- 9th – 12th grade: 1,996
- High School Graduate / GED: 3,960
- Some post secondary: 1,170
- 2 – 4 year college degree: 654

### Other Characteristics
- Have no health insurance: 7,140
- Disabled: 13,202

### Household Type
- Single Parent / Female: 2,934
- Single Parent / Male: 192
- Two Parents: 1,139
- Single Person: 1,947
- Two Adults / No Children: 377
- Other: 76

## Household size
- 1: 1,927
- 2: 1,344
- 3: 1,398
- 4: 1,030
- 5: 587
- 6: 231
- 7: 94
- 8 or more: 53

### Sources of Household Income
- No income: 2,349
- TANF: 700
- SSP: 1,010
- Social Security: 594
- Pension: 77
- General Assistance: 4
- Unemployment Insurance: 588
- Employment: 1,547
- Employment + other sources: 233
- Other: 284

### Level of Household Income
(% Federal Poverty Guidelines)
- 50% or less: 3,799
- 51 – 75%: 1,092
- 76 – 100%: 989
- 101 – 125%: 605
- 126 – 150%: 133
- 151 – 175%: 27
- 176 – 200%: 8
- 201% or more: 11

### Housing
- Own: 711
- Rent: 5,277
- Homeless: 316
- Other: 360

All data is from our fiscal year 2011 – 10-01-2010 to 09-30-2011.

TANF – Temporary Assistance for Needy Families – A Federal program providing temporary (5 years or less) financial assistance to low-income parents while they learn job skills and obtain work experience.

SSI – Supplemental Security Income – A Federal program providing supplemental income to people who are either disabled, blind, or 65 years old or older.
<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Andrews, Fred</td>
<td>Grant Writer</td>
</tr>
<tr>
<td>Bell, Antoinette</td>
<td>Resource Specialist</td>
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<tr>
<td>Bruce, Adrian</td>
<td>Resource Specialist</td>
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<tr>
<td>Buhrmester, Linda</td>
<td>Excelsior Springs Case Manager</td>
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<tr>
<td>Campbell, Clifton</td>
<td>Program Director</td>
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<tr>
<td>Canady, Pat</td>
<td>Accountant I</td>
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<tr>
<td>Clark, Peggy</td>
<td>Excelsior Springs Resource Specialist</td>
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<tr>
<td>Dudley, Albert</td>
<td>Executive Director</td>
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<tr>
<td>Foster, Ron</td>
<td>Security</td>
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<tr>
<td>Freeman, Al</td>
<td>West Jackson County Outreach Supervisor</td>
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<tr>
<td>Hamilton, Alene</td>
<td>West Jackson County Resource Specialist</td>
</tr>
<tr>
<td>Hardison, Dustin</td>
<td>LIHEAP Manager</td>
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<tr>
<td>Harvey, Kay</td>
<td>Fiscal Director</td>
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<tr>
<td>Hill, Hilda</td>
<td>Case Manager</td>
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<tr>
<td>Hughes, Glen</td>
<td>Support Manager</td>
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<tr>
<td>Isaac, Shanita</td>
<td>Executive Assistant/ Human Resources</td>
</tr>
<tr>
<td>Johnson, Karen</td>
<td>Northland Resource Specialist</td>
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<tr>
<td>Ladner, Theresa</td>
<td>East Jackson County Resource Specialist</td>
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<tr>
<td>Martin, Tina</td>
<td>Case Manager</td>
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<td>Masoner-Long, Jackie</td>
<td>Platte County Resource Specialist</td>
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<tr>
<td>Miller, Verna</td>
<td>Data Entry Technician</td>
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<td>Morris, Otis</td>
<td>Case Manager</td>
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<td>Norris, Cathy</td>
<td>Platte County Office Assistant</td>
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<td>Pennington, Tracy</td>
<td>Supervisor LIHEAP</td>
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<td>Planchock, Terrie</td>
<td>Northland Outreach Supervisor</td>
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<tr>
<td>Rach, Debra</td>
<td>East Jackson County Resource Specialist</td>
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<td>Richardson, Verette</td>
<td>Resource Specialist</td>
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<td>Rogers, Angela</td>
<td>Case Manager</td>
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<td>Sparks, Holly</td>
<td>Northland Supervisor</td>
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<td>Vaugh-Walker, Glory</td>
<td>Case Manager</td>
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<tr>
<td>Wicklund, Sean</td>
<td>Computer Support Specialist</td>
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<td>Woolridge, Brenda</td>
<td>Resource Specialist</td>
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<tr>
<td>Zalzala, Rasheeda</td>
<td>Case Manager</td>
</tr>
</tbody>
</table>
Community Partners

City of Kansas City, Missouri
Englewood Baptist Church
Full Employment Council
Harvesters
Hickman Mills School District
Jackson County Courts
Kansas City Power & Light (KCP&L)
Legal Aid of Western Missouri
Macedonia Baptist Church
Metropolitan Community College
Mid-America Assistance Coalition
Missouri Housing Development Commission
Missouri Gas & Energy (MGE)
Mid-America Assistance Corporation
Missouri American Water
New House Center
Park Hill Baptist Church
Penn Valley Community College
Platte Archie School District
Platte County Health Department
Platte County Senior Fair Committee
Rose Brooks Center
Santa Fe Area Council
South Platte Emergency Assistance
Truth Faith Ministries
University of Missouri Extension Office
University of Missouri Kansas City

Donors / Funders

Arvest Bank
City of Excelsior Springs
City of Kansas City, Missouri
Full Employment Council
Greater Kansas City Community Foundation
Mid-America Assistance Coalition
Missouri American Water
Missouri Housing Development Commission – Hero & Dream Program
State of Missouri – Homeless Challenge
United Way of Greater Kansas City
US Department of Agriculture
US Department of Health & Human Services
US Department of Housing & Urban Development
US Federal Emergency Management Agency
## Statement of Financial Position

**United Services Community Action Agency**  
**Statement of Activities**  
For the Year Ended September 30, 2011 & September 30, 2010

### Revenues

<table>
<thead>
<tr>
<th>Source</th>
<th>2011</th>
<th>2010</th>
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</thead>
<tbody>
<tr>
<td><strong>Federal Revenue</strong></td>
<td></td>
<td></td>
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<tr>
<td>Community Services Block Grant (CSBG)</td>
<td>1,595,897</td>
<td>2,037,404</td>
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<tr>
<td>Community Services Block Grant - ARRA</td>
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<tr>
<td>Energy Crisis Intervention Program (ECIP)</td>
<td>4,757,251</td>
<td>6,863,564</td>
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<tr>
<td>KCMO - Supportive Housing Program</td>
<td>30,602</td>
<td>207,234</td>
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<tr>
<td>Federal Emergency Management Agency</td>
<td>33,047</td>
<td>63,764</td>
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<tr>
<td><strong>Total Federal Revenue</strong></td>
<td>6,416,797</td>
<td>11,639,356</td>
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<tr>
<td><strong>State Revenue</strong></td>
<td>97,833</td>
<td>221,053</td>
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<tr>
<td><strong>Private Sector Revenue</strong></td>
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<tr>
<td>Cash Contributions</td>
<td>72,336</td>
<td>56,723</td>
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<tr>
<td>Sales - Thrift Store</td>
<td>21,044</td>
<td>21,841</td>
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<tr>
<td>United Way of Greater Kansas City</td>
<td>36,527</td>
<td>72,893</td>
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<td>Local Grants</td>
<td>36,121</td>
<td>36,466</td>
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<td>Other income</td>
<td>6,659</td>
<td>16,223</td>
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<td><strong>Total Private Sector Revenue</strong></td>
<td>172,687</td>
<td>204,146</td>
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<tr>
<td>In-Kind Contributions</td>
<td>213,589</td>
<td>231,892</td>
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<td><strong>TOTAL REVENUES</strong></td>
<td>6,900,906</td>
<td>12,296,447</td>
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### Expenses

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<tr>
<th>Category</th>
<th>2011</th>
<th>2010</th>
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<tbody>
<tr>
<td>Personnel Services</td>
<td>1,805,991</td>
<td>3,217,677</td>
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<td>Other Employee Expenses</td>
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<td>344,007</td>
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<td>Building Expenses</td>
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<td>375,431</td>
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<td>Office Expense</td>
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<td>449,499</td>
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<td>Direct Client Services - Federal</td>
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<tr>
<td>Community Services Block Grant/ARRA</td>
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<tr>
<td>Pave the Way</td>
<td>36,189</td>
<td>189,830</td>
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<td>Life Skills</td>
<td>20,820</td>
<td>217,085</td>
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<td>Back to School Fair</td>
<td>13,078</td>
<td>32,523</td>
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<td>Youth Led Programs</td>
<td>12,000</td>
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<td>Food Pantry</td>
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<td>6,267</td>
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<td>Job Readiness</td>
<td>9,553</td>
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<td>Work Experience</td>
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<td>Poverty Simulation</td>
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<td>Emergency Assistance</td>
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<tr>
<td><strong>Total Community Service Block Grant</strong></td>
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<td>Energy Crisis Intervention Program (ECIP)</td>
<td>4,044,834</td>
<td>5,757,782</td>
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<td>KCMO - Supportive Housing Program</td>
<td>106,611</td>
<td>175,734</td>
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<td>Federal Emergency Management Agency</td>
<td>33,047</td>
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<tr>
<td><strong>Total Direct Client Services - Federal</strong></td>
<td>4,281,042</td>
<td>7,911,149</td>
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<td>Direct Client Services - State</td>
<td>93,833</td>
<td>211,335</td>
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<td>Direct Client Services - Private</td>
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<td>UMKC Pipeline Program</td>
<td>99,964</td>
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<tr>
<td>Cash Contributions</td>
<td>59,721</td>
<td>45,264</td>
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<tr>
<td>United Way of Greater Kansas City</td>
<td>36,527</td>
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</tr>
<tr>
<td>Local Grants</td>
<td>20,443</td>
<td>37,644</td>
</tr>
<tr>
<td><strong>Total Direct Client Services - Private</strong></td>
<td>216,655</td>
<td>155,801</td>
</tr>
<tr>
<td><strong>Total Direct Client Services</strong></td>
<td>4,591,530</td>
<td>8,278,285</td>
</tr>
<tr>
<td>In-Kind Expenditures</td>
<td>213,589</td>
<td>231,892</td>
</tr>
<tr>
<td><strong>TOTAL EXPENSES</strong></td>
<td>7,161,423</td>
<td>12,896,791</td>
</tr>
<tr>
<td><strong>Net Increase (Decrease in Assets)</strong></td>
<td>(260,517)</td>
<td>(600,344)</td>
</tr>
</tbody>
</table>
United Services Community Action Agency  
Statement of Financial Position  
For the Year Ended September 30, 2011 & September 30, 2010

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current Assets:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and Investments</td>
<td>2,871,886</td>
<td>3,163,111</td>
</tr>
<tr>
<td>Grant Awards Receivable</td>
<td>168,398</td>
<td>68,442</td>
</tr>
<tr>
<td>Prepaid Expense</td>
<td>40,225</td>
<td>32,297</td>
</tr>
<tr>
<td>Total Current Assets</td>
<td>3,080,509</td>
<td>3,263,850</td>
</tr>
<tr>
<td>Property and Equipment</td>
<td>353,820</td>
<td>392,953</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td>3,434,329</td>
<td>3,656,803</td>
</tr>
<tr>
<td><strong>Liabilities and Net Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current Liabilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounts Payable</td>
<td>188,899</td>
<td>18,699</td>
</tr>
<tr>
<td>Accrued Payroll</td>
<td>102,261</td>
<td>147,323</td>
</tr>
<tr>
<td>Refundable Advances</td>
<td>136,921</td>
<td>224,016</td>
</tr>
<tr>
<td>Total Current Liabilities/Total Liabilities</td>
<td>428,081</td>
<td>390,038</td>
</tr>
<tr>
<td><strong>Net Assets:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unrestricted Net Assets:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operating</td>
<td>2,906,284</td>
<td>1,643,415</td>
</tr>
<tr>
<td>Board Designated for Poverty Programs</td>
<td>99,964</td>
<td>1,623,350</td>
</tr>
<tr>
<td><strong>Total Net Assets</strong></td>
<td>3,006,248</td>
<td>3,266,765</td>
</tr>
<tr>
<td><strong>Total Liabilities and Net Assets</strong></td>
<td>3,434,329</td>
<td>3,656,803</td>
</tr>
</tbody>
</table>
United Services Community Action Agency is part of a nationwide network of Community Action Agencies enabled by the Economic Opportunity Act of 1964 as part of the War on Poverty. Our designated service area is Clay, Jackson, and Platte Counties in Missouri.

Community Action Partnership (CAP)
CAP is the nonprofit, national membership organization representing the interests of the 1,100 Community Action Agencies (CAAs) across the country that annually helps 17 million low-income Americans achieve economic security. Its services include conferences, training, technical assistance, staff professional development, educational resources, publications, networking, and information on funding sources. It is the mission of the Community Action Partnership to strengthen, promote, represent and serve its network of member agencies to assure that the issues of the poor are effectively heard and addressed. For more information visit: http://www.communityactionpartnership.com/

USCAA Outreach Offices

**Jackson County**
- **Central** (Administrative Offices)
  6323 Manchester Ave, Kansas City, MO 64133
  816-358-6868
  Services: Poverty simulations, Red Bag Christmas, and youth programming.

- **West**
  299 Paseo, Kansas City, MO 64106
  816-923-9400
  Services: Youth programming.

- **Eastern**
  (Hawthorne Place Apartments)
  16995 E. Dover Lane Independence, MO 64056
  816-994-2100
  Services: Youth programming.

**Clay County**
- **Excelsior Springs**
  108 South Thompson Ave, Excelsior Springs, MO 64024
  816-630-0037

- **Northland**
  1900 NE Englewood Rd, Kansas City, MO 64118
  816-459-9615

**Platte County**
- **Aller Avenue**
  412 Aller Avenue, Tracy, MO 64079
  816-858-5153
  Services: Food Pantry, Back to School Fair, Christmas Fair, Coats for Kids

All locations provide the following services: Emergency and basic needs services, including utility and rental assistance, food vouchers, homeless programming, case management, employment services, and other referral services. Services unique to a location are noted by the location.

www.choose-hope.org