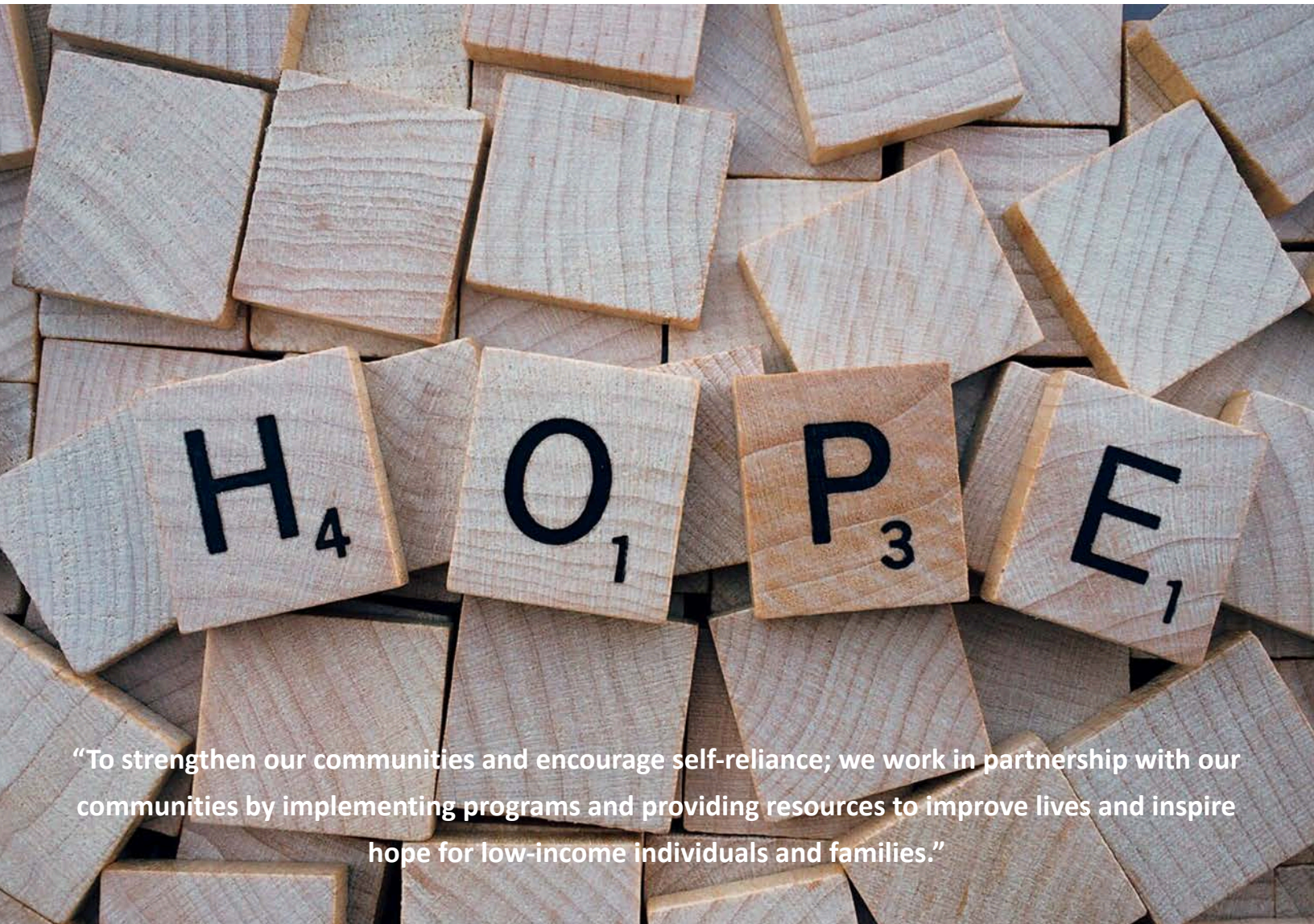
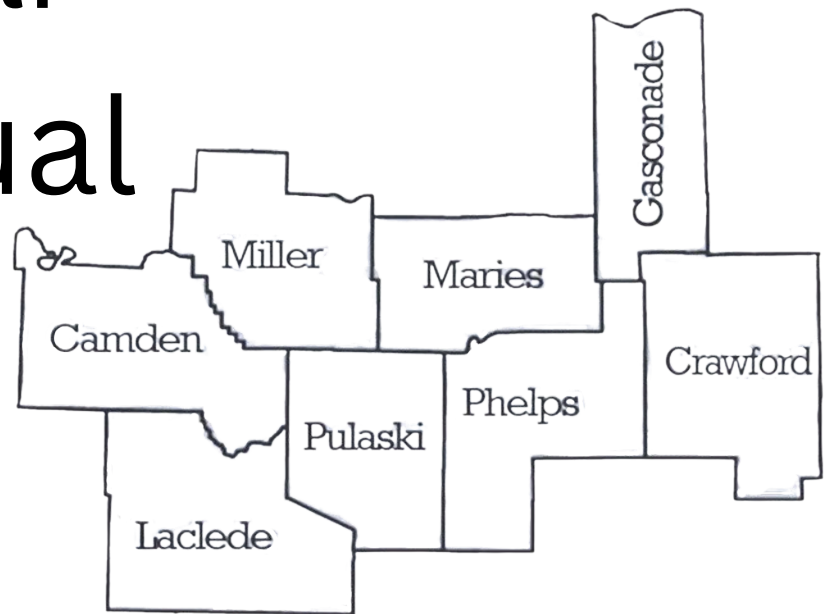


MISSOURI OZARKS
COMMUNITY ACTION

Fiscal Year 2025 Annual Report



"To strengthen our communities and encourage self-reliance; we work in partnership with our communities by implementing programs and providing resources to improve lives and inspire hope for low-income individuals and families."



A note from the Desk of David Miller, CCAP, Executive Director

Missouri Ozarks Community Action Inc. was organized as a nonprofit organization designed to address issues and find solutions to eliminate poverty. Community action has changed since it began in the 1960's and those we serve continue changing through population growth, shifting demographics and economic development. The issues and solutions to poverty are varied and complex. MOCA continues to work at a level that includes change and must change the way we do business to make the greatest impact on low-income households in its service area. We continue to keep a watchful eye on the causes of poverty and reevaluate how we can improve the way we address poverty and make improvements in the process to assist struggling families, elderly and disabled. Most are working-class households wanting to move up to a self-financing standard of living. We could not accomplish these goals without compassionate staff, Policy Council Members and Board of Directors leadership. Through strategic goals and a plan, we are making a difference in those we are serving. I applaud your successful efforts over this last year, and it is my hope that the new year will inspire new interests, ideas, partnerships and contributions as we continue to work together with partners within the community to build an enduring life for those we serve.

Diligent in creating long-term positive economic change for income-burdened families aspiring to join the working middle class through local programs ensuring maximum feasible participation.

Community Action works by providing low-income citizens with the tools and potential for becoming self-sufficient. This is done through initiatives that provide flexibility, immediacy, and coordination rather than a “one size fits all programming”.

From the front lines to the tri-partite board leadership community action is unique. Missouri Ozarks Community Action has 24 board members who represent the local private sector, public sector, and the low-income community with persons appointed or elected who live in the communities served by MOCA.

MOCA Board Members

Charles Sanders, President
Casey Burton, Vice President
Theresa Lupardus, Secretary
Angela Pasley, Treasurer
Jackie Gray, B/PC Liaison
Alan Collins
Brian Feller
Carol Barsby
Clyde Zelch
Dana Poe
David Porter
Don Myers
Gary Hicks
Judy Crawford
Justin Montes
Pam Nelson
Randy Angst
Tiffany Wisdom
Terry Schwartze
Toleda Jett
Tracey Stover

Board Liason:

Emma Beal
Joshua Dobb

MOCA Policy Council Members

CAMDEN

Cara Scurlock
Nancy Fossett
Taylor Smith
Angela Fuller
Makayla Cann
Cassandra Cobb

CRAWFORD

Jeanne Holland
Heidi Wagner
Andi Harley
Desirae Glover
Jeannette Brown

GASCONADE

Jamie Gerloff
Carla Butler
Christina Ghirardi

LACLEDE

Kimberly Summers
Brittany Ellison
Tina Langrine
Anfernee Heifner
Emma Beal

MARIES

Kaysee Johnston
Rebecca Whitehouse

MILLER

Blaise Guerrerro
Shaelynne Brewer
Erick Wright

Mary Bradley

PHELPS

Sazol Ahmmed
Katheryn Schafer
Ryan Setzer

Laurie Lambeth
Nadia Hamilton

PULASKI

Heather Kaufman
Joshua Dodd
Afatia Poinsette
Tonija Mason

MOCA LEADERSHIP TEAM

David Miller, CCAP, Executive Director
Tawana Harper, Head Start Director
Mary Mullins, CCAP, Community Services & LIHEAP Director
Heather Shortell, CCAP, Fiscal Director
Melinda Smith, CCAP, Section 8 Housing & Weatherization Director

MOCA Mission

"To strengthen our communities and encourage self-reliance; we work in partnership with our communities by implementing programs and providing resources to improve lives and inspire hope for low-income individuals and families."

MOCA Central Office

306 South Pine
PO Box 69
Richland, MO 65556
573-765-3263

Belle Head Start

408 Oak Street
PO Box 936
Belle, MO 65013
573-859-6835

Bourbon Head Start

357 Jost Street
Bourbon, MO 65441
573-842-7666

Camden County

Head Start
190 Rodeo Road
Camdenton, MO 65020
573-346-7730

Crawford County

Head Start
100 Hood Drive
Cuba, MO 65453
573-885-2696

Eldon Head Start

410 Business 54
Eldon, MO 65026
573-392-4822

Gasconade County

Head Start
1011 Commercial
Owensville, MO 65066
573-437-3332

MOCA Vision

"To be a catalyst for social and economic prosperity by being a vital, progressive, and proactive partner in all our communities."

Iberia Head Start

202 Lombar
Iberia, MO 65486
573-793-6713

Lebanon Head Start

Early Head Start
145 N Monroe
Lebanon, MO 65536
417-532-4989

Rolla Head Start

1811 E. 10th Street
Rolla, MO 65401
573-364-8252

Owensville Outreach

3522 Kozark Road
Owensville, MO 65066
573-433-0080

St. James Head Start

1518 Lola Lane Street
St. James, MO 65559
573-265-3257

Tri-County Head Start

105 Frances Street
Richland, MO 65556
573-765-5592

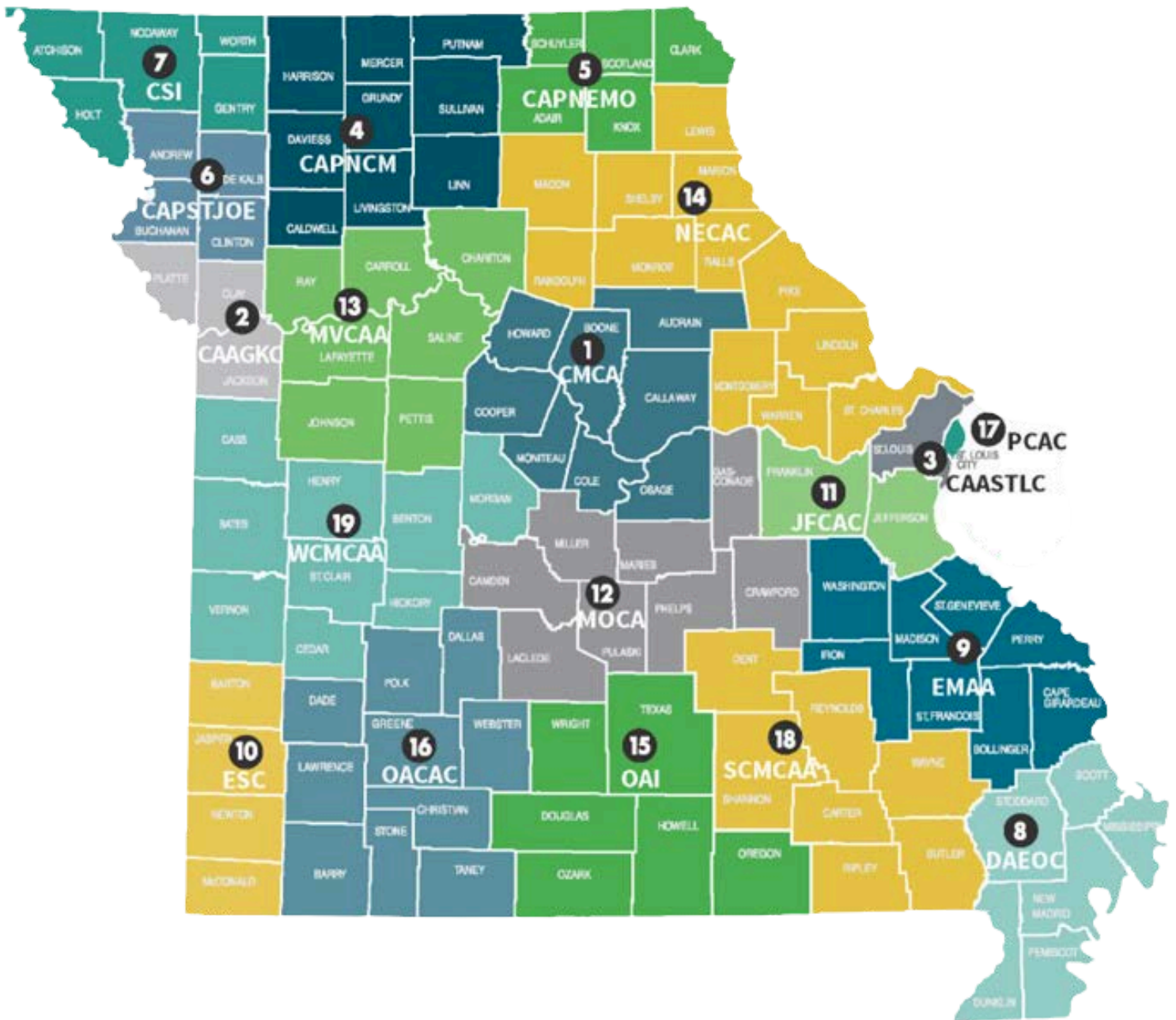
Waynesville Head Start

Early Head Start
19778 Sackett Lane
Waynesville, MO 65583
573-774-2460

MOCA Volunteers

Missouri Ozarks Community Action has several volunteers who dedicate their time through the Board of Directors, Policy Council, Head Start Program, and Community Services Program. The value of their volunteering is much more than the financial aspect; we truly thank them for their time, expertise, and dedication.

You can help through Financial Donations, In-Kind Donations, and Volunteering; for more information call 573-765- 3263 or visit www.mocaonline.org.



MOCA Serves beautiful mid Missouri in Camden, Crawford, Gasconade, Laclede, Maries, Miller, Phelps, and Pulaski Counties.

Missouri is served by 19 community action agencies with programs to help families gain self-reliance and build community capacity.

For more information about the Community Action agency in your area visit:
<http://www.communityaction.org/agencies/>

COMMUNITY ASSESSMENT

Needs Identified by the communities served.

1. Individuals lack the means to meet their needs.

2. Individuals lack knowledge of available resources.

3. Communities lack licensed affordable childcare.

4. Individuals do not have living wage employment.

5. Youth need resources for prevention and mentoring for pregnancy.

6. Communities lack safe affordable housing.

7. Communities lack employers with On the Job (OJT) Training.

8. Communities lack public transportation.

9. Communities lack access to mental health support.

10. Individuals need education/in-demand skills/training to fit the available job market.

11. Individuals need affordable reliable internet service.

12. Communities lack resources for disconnected youth.

During 2026 we will be conducting our Community Needs Assessment Focus Groups and surveys. For more information or to participate, call 573-765-3263 and ask for Community Services.

STRATEGIC PLAN 2024 - 2026

EDUCATION

Agency: Promote and provide cross- training opportunities for employees.

Family: Provide whole family learning opportunities and crisis intervention.

Community: Increase resource awareness.

INCOME & ASSET BUILDING

Family: Provide Financial Literacy Programs.

Agency: Provide opportunities for employees to develop their Financial Literacy.

Community: Build a network and fund diversity to assist in transportation accessibility.

HEALTH & NUTRITION

Community: Increase awareness of resources for crisis intervention. **Family:** Increase resource awareness. **Agency:** Cultivate mental health partnerships.

CIVIC ENGAGEMENT

Agency: Build a MOCA Public Relations Committee to increase awareness and promote civic engagement.

EMPLOYMENT

Family: Expand individual ability for employment readiness and retention.

Agency: Expand skills and opportunities for family coaches.

Community: Build employment partnerships.

HOUSING

Community: Create collaboration opportunities with housing resources. **Agency:** Explore diversified funding for safe and affordable housing opportunities.



Community Services Block Grant Programs



Program Outcomes February 1, 2024—January 30, 2025

Whole Family Approach:

- Family Development Coaching — 467 participants
- Avoided Eviction - 15 successful families
- Gained employment — 18 successful individuals
- Maintained employment — 34 successful individuals
- Gained certificate or degree — 2 successful individuals
- Individuals w/ disabilities maintained an independent living situation — 12 successful
- Transportation Supports — 66 served

Life Skills Programs:

- Life Skills Coaching — 107 participants
- Financial Skills Training — 53 participants
- Youth educational classes — 50 successful learners
- Improved basic education — 43 successful adults

Improved Income:

- Achieved and maintained basic needs for 90 days — 79 successful individuals
- Achieved and maintained basic needs for 180 days - 73 successful individuals
- Improved Financial Well-Being—6 successful individuals

Multiple Domains:

- Bundled Services across programs with 1 or more outcomes: 181 individuals
- Transitioned out of poverty - 3 successful families
- Individuals who accomplished one or more outcomes - 281 successful individuals

Community Focus:

Team members secured partnerships to assist in our mission for low-income families. Our partners are from a variety of agencies and organizations in:

Local Government	State Government
Federal Government	For Profit
Non-Profit Elementary	Secondary Education
Education Health	Financial Institutions
Institutions	Housing Commissions



The Low-Income Home Energy Assistance Program (LIHEAP) is a federal program established in 1981 and has since been funded annually by Congress through the Department of Health and Human Services. These federal dollars are released directly to states and then delegated to agencies to provide energy assistance to low-income households. LIHEAP offers financial assistance to qualifying low-income individuals and families who meet the current income guideline at or below 65% of SMI and are legal citizens. This financial assistance enables individuals and families to keep their home warm in winter and cool in summer, helping them stay in their own homes rather than seek shelter elsewhere.

Program Outcomes

February 1, 2024—January 2025:

Program	Number Assisted
Energy Assistance:	6,676
Winter ECIP:	1,476
Summer ECIP:	2,444
Dollar More:	2,380
	1,358



SECTION 8 HOUSING CHOICE VOUCHER PROGRAM

Families assisted with housing payments

February 1, 2023-January 31, 2024: 421

February 1, 2024 - January 31, 2025: 410

(funding provided by Housing & Urban Development).



HOUSING ASSISTANCE PAYMENTS & UTILITY REIMBURSEMENTS BY COUNTY

COUNTY	HOUSING ASSISTANCE PAYMENTS	UTILITY PAYMENTS
CAMDEN FY2024	\$299,324.00	\$3,277.00
CAMDEN FY2025	\$324,256.00	\$3,404.00
LACLEDE FY 2024	\$479,654.00	\$14,475.00
LACLEDE FY2025	\$551,677.00	\$15,502.00
MILLER FY2024	\$144,789.00	\$109.00
MILLER FY 2025	\$159,136.00	\$230.00
PULASKI FY 2024	\$682,577.10	\$28,357.00
PULASKI FY 2025	\$751,934.00	\$31,750.00

274 FAMILIES WERE PULLED FROM THE WAITING LIST DURING THIS TIME PERIOD.
54 FAMILIES FOUND HOUSING.



Weatherization measures may include: installing insulation in walls, floors, and attics, reducing air infiltration and pressure imbalances, sealing and repairing ductwork and tuning or repairing heating and cooling units.

Program Outcomes February 1, 2024 - January 31, 2025

FUNDED BY: MISSOURI DEPARTMENT OF NATURAL RESOURCES- DIVISION OF ENERGY, DSS (LIHEAP), AMEREN MO, SUMMIT NATURAL GAS

GRANT SOURCE:	# OF HOMES:	\$ OF FUNDING USED:
WEATHERIZATION BILL	39	\$333,352.00
DEPARTMENT OF ENERGY	50	\$398,582.00
LIHEAP	70	\$272,169.00
LIHEAP EMERGENCY	38	\$92,836.00
AMEREN MO ELECTRIC	5	\$5,032.00
AMEREN MO NAT GAS	2	\$3,098.00
SUMMIT NATURAL GAS	1	\$1951.63

Weatherization program performed Health & Safety Measures on 65 homes at the cost of \$75,425.00

Weatherization program averages a 28% reduction in CFM's- Pre-blower test vs. Post-Blower.

Energy Audit Program through the Electric Cooperatives- 54 homes, serving customers through Laclede Electric, Southwest Electric, Gascoage Electric, Crawford Electric, and Intercounty Electric cooperatives.

H O M E



HEAD START OUTCOMES AT A GLANCE
School Year 2023 - 2024

Head Start classroom cumulative enrollment: 460

Early Head Start classroom cumulative enrollment: 77

Head Start student health outcomes by the end of the school year:

	Head Start	Early Head Start
Health Insurance	449	77
Preventative/Primary Healthcare	452	45
DentalCare	436	77
Prenatal Health Care		9

CLASS (Classroom Assessment Scoring System):

MOCA Head Start centers scored above national average in:

- Positive Climate
- Concept Development
- Quality of Feedback
- Language Modeling
- Productivity
- Instructional Learning Formats
- Behavior Management
- Regard for Student Perspective
- Teacher Sensitivity



Who are the customers at MOCA?

15,001 Individuals

75% of families served were at 100% of the Federal Poverty Level or below.



5,182 were children under 18.



29% of customers were individuals with a disability.



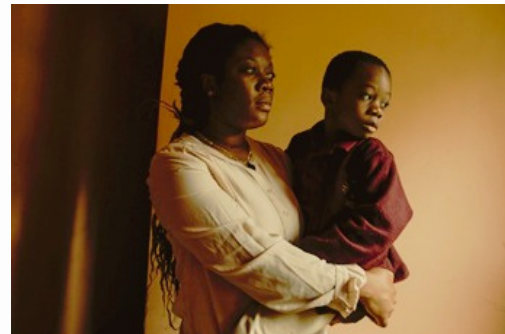
60% of the families were renters.

7,573 Families

89 families were homeless.



88% of customers 25 and older had a HS diploma or less.



31% of families assisted had incomes less than 50% FPL



3,319 were age 60 and over.

Financials

Missouri Ozarks Community Action, Inc., is a nonprofit organization established in 1965 that serves the economically and socially disadvantaged persons in Camden, Crawford, Gasconade, Laclede, Maries, Miller, Phelps, and Pulaski counties. The consolidated financial statements include the accounts of Missouri Ozarks Community Action, Inc., and an affiliated organization, Pulaski Housing Authority (PHA). The affiliated organization is reported separately, to emphasize that it is legally separate from the organization.

The Organization provides services to stimulate a better focus of all available local, state, federal and private resources with the goal of enabling low-income families and individuals to attain the skills, knowledge, motivations and to secure the opportunities needed for them to become more fully self-sufficient. The Organization administers the following major sources of revenue to meet the needs of the area it serves: Head Start Programs, Weatherization Assistance Programs, Low-Income Home Energy Assistance Programs, Community Services Block Grant Programs, Housing Choice Vouchers Program, and others. Expenses are broken down by program services.

The following is a description of the program services:

- Early Childhood – Provides children with activities that help them grow mentally, socially, emotionally, and physically.
- Energy Assistance – Provides utility assistance to low-income individuals to assist them with energy bills, this could be gas, electric, Propane, etc.
- Community Services – Community services programs strive to reduce poverty and empower low-income families to become self-sufficient.
- Housing Services – Provides rental assistance to help low-income families afford decent, safe, and sanitary rental housing.
- Weatherization Services – Provides services to help low-income people improve residential energy efficiency.

For more information regarding the FY 2024 consolidated financial statements and independent auditor's report, please contact the Finance Director at 573-765-3263.

MISSOURI OZARKS COMMUNITY ACTION, INC.
2024 - 2025 AGENCY WIDE BUDGETS

All Agency			
Year Ending January 31, 2025			
Revenue	Actual	Budget	Variance
Federal	\$ 13,275,416.47	\$ 12,976,687.00	\$ (298,729.47)
State	\$ 67,531.55	\$ 130,000.00	\$ 62,468.45
Other/Local	\$ 272,415.14	\$ 169,412.00	\$ (103,003.14)
Total	\$ 13,615,363.16	\$ 13,276,099.00	\$ (339,264.16)
Expense			
Personnel	\$ 6,733,473.42	\$ 6,513,893.81	\$ (219,579.61)
Travel	\$ 154,861.52	\$ 252,050.00	\$ 97,188.48
Vehicle Expense	\$ 132,987.50	\$ 97,705.00	\$ (35,282.50)
Insurance Expense	\$ 81,755.29	\$ 66,153.47	\$ (15,601.82)
Occupancy	\$ 654,648.62	\$ 584,382.40	\$ (70,266.22)
Office Expenses	\$ 394,009.48	\$ 532,843.32	\$ 138,833.84
General & Administration	\$ 1,415.76	\$ 3,400.00	\$ 1,984.24
Depreciation Expense	\$ 151,508.17	\$ -	\$ (151,508.17)
Client Services	\$ 5,369,592.18	\$ 5,225,071.00	\$ (144,521.18)
Bad Debt Expense	\$ 98.00	\$ 600.00	\$ 502.00
Total	\$ 13,674,349.94	\$ 13,276,099.00	\$ (398,250.94)
			\$ -
Excess Revenues and	\$ (58,986.78)	\$ -	\$ 58,986.78
Gains Over (Under)			
Expenses			

Missouri Ozarks Community Action

PO Box 69
306 South Plne
Richland, MO 65556



573-765-3263



www.mocaonline.org



admin@mocacaa.org



www.facebook.com/MissouriOzarksCommunityAction