



2025

IMPACT REPORT



WHO WE ARE

Our Mission

To provide a range of services and activities designed to alleviate poverty and give low-income people the opportunity to improve their standard of living and achieve self-sufficiency.

Our Vision

We envision a community without poverty where everyone has an opportunity to thrive.

Our Values

Dependability

Our dedicated staff delivers quality and consistent services through trust and teamwork to meet the needs of our community.

Passion

We are committed to alleviating poverty and are driven to help our community thrive.

Solution Focused

Our knowledgeable team strives to provide goal-oriented services for those we serve to support them in achieving economic stability.

Compassion

We strive to create an atmosphere of dignity for those we serve

Empowerment

We ensure individuals and families are given the resources necessary to thrive in their environment and communities.



MESSAGE FROM THE EXECUTIVE DIRECTOR



Impact That Builds Stability

This past year has been a great reminder of why Community Action matters—and why SENDCAA remains an important resource for individuals and families in our community. Every day, we see both the challenges faced by our neighbors and the resilience they have to move toward stability and self-sufficiency.

In 2025 our impact grew across a wide range of programs. Through our Head Start and Child Care Programs SENDCAA provided comprehensive early childhood education and family support services, laying the foundation for long-term success. Our Child & Adult Care Food Program ensured that children in home-based daycare had access to nutritious meals, strengthening both health and learning outcomes. As housing stability and energy security remained one of our top priorities, our Weatherization and affordable housing programs helped income-eligible households make their homes safer, more energy-efficient, and more affordable. One of the most inspiring components of our work continued to be in our Self-Sufficiency Programs, where our staff walk alongside individuals facing complex challenges in housing, employment, education, financial management, and overall stabilization.

Across all these services, SENDCAA touched thousands of lives including children, seniors, parents, and individuals striving to build a more secure future. Our staff, volunteers, and community partners make this possible through a shared belief in the potential of every person we serve.

As we look ahead, we remain committed to innovation and collaboration in all that we do. We will continue strengthening programs, enhancing our partnerships, and ensuring that SENDCAA remains a trusted resource for anyone seeking hope, stability, and opportunity.

Thank you for supporting our mission. Together, we are helping people and changing lives!

In Partnership,


Brandon Kjelden

IMPACT AND OUTCOMES

2,129 **Households**
Served in 2025

4,623 **individuals**
Served in 2025

91% **children**
(0 to 5)
demonstrated skills for
school readiness.

383 **individuals**
avoided eviction
after SENDCAA
intervention.

341 **individuals**
had improved health and
safety due to home
improvements through
Weatherization.

677 **individuals'**
avoided a utility shut-
off through Self-
Sufficiency programs.

69 **Veterans**
experiencing
homelessness had
safe temporary
shelter.



IMPACT STORIES

Warmth, Safety, and Peace of Mind

When winter temperatures dropped in our region, one local family faced more than just cold weather—they faced constant uncertainty in their own home. Their aging furnace struggled to keep up, and the water heater barely worked. On cold nights, the homeowner would wake multiple times to run space heaters, trying to keep the house warm while also worrying about the risk of fire.

With support from SENDCAA, the family received a new furnace and water heater—installed just before winter’s harshest temperatures arrived.

Nights are no longer spent checking heaters or worrying about what might go wrong. What may seem like a basic home repair made a profound difference: restoring comfort, safety, and dignity.

“Thank you for the gifts of warmth, safety, peace of mind, and a good night’s sleep.”

A Hand Up for a Veteran in Crisis

After serving our country, one local veteran found himself facing mounting bills, legal challenges, and the uncertainty of unstable housing. During this difficult time, he connected with SENDCAA’s Supportive Services for Veteran Families (SSVF) program.

Program staff worked alongside him to address immediate needs, connect him to resources, and secure housing assistance. Just as important, they continued to follow up—helping ensure he had the support needed to move forward with confidence.

What he gained was more than assistance—it was peace of mind during a turbulent time.

“They gave me a sense of peace of mind during a very turbulent time in my life.”

Through SSVF, SENDCAA helps veterans overcome barriers and regain housing stability after crisis.



OUTCOMES

	Number of Individuals Served	Target (#)	Actual Results (#)	% achieved
Employment				
The number of unemployed adults who obtained employment up to a living wage.	108	75	102	94%
The number of unemployed adults who obtained and maintained employment for at least 90 days up to a living wage.	69	50	50	72%
The number of unemployed adults who obtained and maintained employment for at least 180 days up to a living wage.	59	30	33	56%
The number of employed participants in a career-advancement related program who entered or transitioned into a position that provided increased income and/or benefits.	100	75	98	98%
Of the above, the number of employed participants who increased income from employment through wage or salary amount increase.	98	75	96	98%
Of the above, the number of employed participants who increased income from employment through hours worked increase.	98	75	96	98%
Of the above, the number of employed participants who increased benefits related to employment.	98	2	2	2%
Number of employed individuals at risk of losing employment who maintained employment as a result of CAA interventions.	3	1	1	33%
Education				
The number of children (0 to 5) who demonstrated improved emergent literacy skills.	444	436	382	86%
The number of children (0 to 5) who demonstrated skills for school readiness.	444	436	404	91%
The number of children and youth 0-5 who demonstrated improved positive approaches toward learning, including improved attention skills.	444	436	408	92%
The number of children and youth 0-5 who are achieving at basic grade level (academic, social, and other school success skills)	444	436	408	92%
The number of individuals who obtained a recognized credential, certificate, or degree relating to the achievement of educational or vocational skills.	70	28	52	74%
The number of individuals who demonstrated improved basic education.	4	3	1	25%
The number of individuals who obtained a high school diploma and/or obtained an equivalency certificate or diploma.	6	2	2	33%
The number of individuals who obtained an Associate's degree.	4	0	0	0%
The number of individuals who obtained a Bachelor's degree.	4	0	0	0%
Income and Asset Building				
The number of individuals who achieved and maintained capacity to meet basic needs for 90 days.	143	75	130	91%
The number of individuals who achieved and maintained capacity to meet basic needs for 180 days.	79	56	58	73%
The number of individuals who improved their credit scores.	13	3	6	46%
The number of individuals who increased their net worth.	2	1	1	50%
The number of individuals engaged with the Community Action Agency who report improved financial well-being.	23	10	17	67%
Number of individuals who increased their income from a non-employment source.	9	9	3	33%
Number of individuals who reduced debt.	7	3	6	86%

OUTCOMES

Housing	Number of Individuals Served	Target (#)	Actual Results (#)	% achieved
The number of individuals experiencing homelessness who obtained safe temporary shelter.	74	38	69	93%
The number of individuals who obtained safe and affordable housing.	225	170	181	80%
The number of individuals who maintained safe and affordable housing for 90 days.	82	100	49	60%
The number of individuals who maintained safe and affordable housing for 180 days.	59	30	22	37%
The number of individuals who avoided eviction.	390	480	383	98%
The number of individuals who avoided foreclosure.	1	1	1	100%
The number of individuals who experienced improved health and safety due to improvements within their home (e.g. reduction or elimination of lead, radon, carbon dioxide and/or fire hazards or electrical issues, etc).	353	315	341	97%
The number of individuals with improved energy efficiency and/or energy burden reduction in their homes.	275	170	254	97%
The number of individuals who improved physical access in their living space.	28	2	6	21%
Number of individuals who avoided a utility shut-off.	678	400	677	99%
Number of individuals whose inoperable home energy equipment was repaired or replaced.	326	275	326	100%
Health and Wellness				
The number of individuals who demonstrated improved physical health and well-being.	417	250	245	59%
The number of individuals who demonstrated improved mental and behavioral health well-being.	33	20	19	58%
The number of individuals who improved skills related to the adult role of parents/caregivers.	23	5	2	9%
The number of seniors (65+) who maintained an independent living situation.	772	600	683	88%
The number of individuals with disabilities who maintained an independent living situation.	884	675	717	81%
The number of individuals with a chronic illness who maintained an independent living situation.	74	70	60	81%
Number of individuals who reported a better sense of food security.	417	250	248	59%
Number of individuals who increased social inclusion.	29	20	13	45%
Number of individuals who obtained health insurance.	7	2	6	86%
Civic Engagement				
The number of individuals who increased skills, knowledge, and abilities to enable them to work with Community Action to improve conditions in the community.	15	13	13	87%
Of the above, the number of CAP participants who improved their leadership skills.	15	13	13	87%
Of the above, the number of CAP participants who improved their social networks.	15	13	13	87%
Of the above, the number of CAP participants who gained other skills, knowledge and abilities to enhance their ability to engage.	15	13	13	87%
Outcomes Across Domains				
The number of individuals who achieved one or more outcomes in the identified National Performance Indicators in one or more domains.	2529	2000	2511	99%
Number of individuals who received bundled services and achieved one or more outcomes.	3	1	2	67%
Number of households for whom both adult and child outcomes were documented.	23	10	14	61%
Number of individuals who transitioned out of poverty.	23	1	2	9%

Employment

Vocational Training	30
Career Coaching	90
Resume Development	39
Employer Mediation	14
Employment Supplies	48

Education

Early Head Start	88
Head Start	364
Childcare	28
Parenting Support	4

Income

Financial Coaching	44
Income Tax Preparation	353



Community Involvement

Leadership Training	8
Tri-Partite Board	25

Housing

Financial Coaching	64
Rent Payments	361
Deposit Payment	74
Eviction Counseling	111
Utility Payments	87
Utility Arrears Payments	616
Emergency Housing	62
Housing Placement	296
Homeless Housing Counseling	37
Home Repairs	334
Home Efficiency Improvements	254

Health

Immunizations	181
Dev. Delay Screens	325
Vision Screening	321
Maternal/Child Health	4
Child Dental Exams	266
Child Dental Services	107
Food Distribution	500

Supportive Services

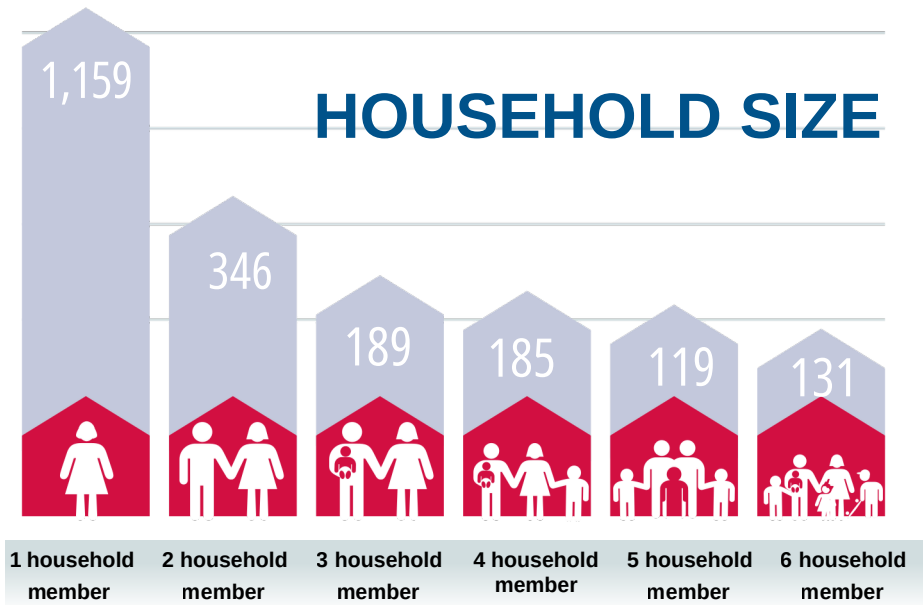
Case Management	296
Eligibility	35
Partner Referrals	1990
Transportation Services	148
Child Care payments	6
Birth Certificate	1
Driver's License	2

DEMOGRAPHICS



2,129

Households served in 2025



HOUSEHOLD TYPE

Single Person	1,159
Two Adults NO Children	149
Single Parent/Female	470
Single Parent/Male	44
Two Parent Household	231
Non-related Adults with Children	12
Multigenerational Household	53
Other	11

HOUSING

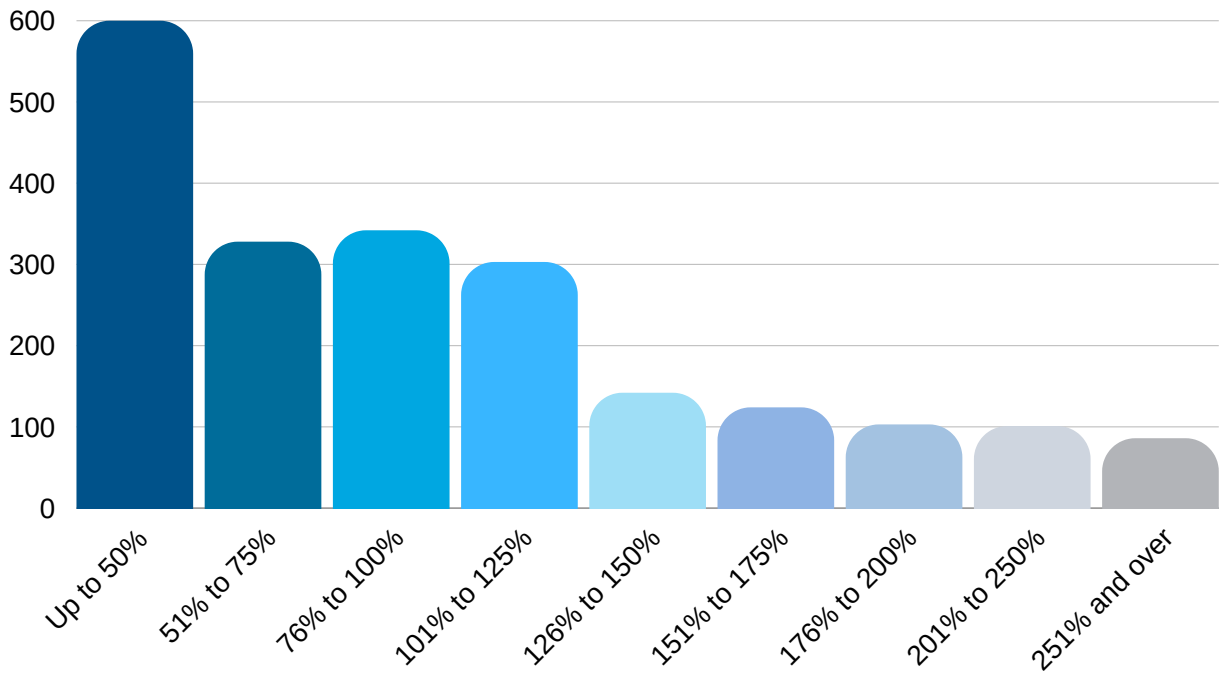
Own	442
Rent	1,519
Other Permanent	11
Homeless	122
Other	35

DEMOGRAPHICS



2,129

Households served in 2025



2025 FEDERAL POVERTY LEVEL

Household Size	100% of Poverty	125% of Poverty	150% of Poverty	200% of Poverty
1	\$15,650	\$19,562	\$23,475	\$31,300
2	\$21,150	\$26,437	\$31,725	\$42,300
3	\$26,650	\$33,312	\$39,975	\$53,300
4	\$32,150	\$40,187	\$48,225	\$64,300

DEMOGRAPHICS



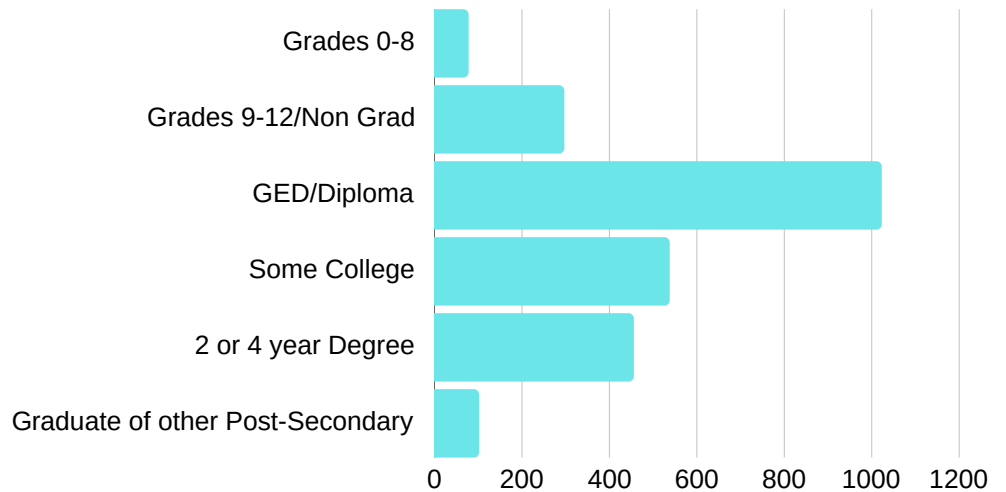
4,623

Number of all household members assisted in 2025.

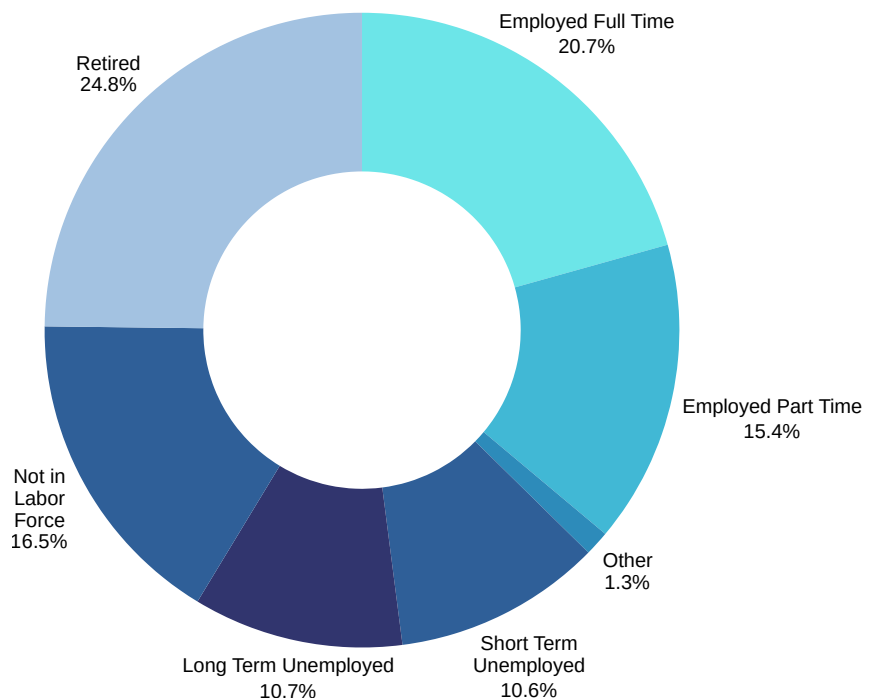
AGE

0 - 5 years	822
6 - 13 years	770
14 - 17 years	258
18 - 24 years	272
25 - 44 years	1029
45 - 54 years	331
55 - 59 years	123
60 - 64 years	239
65 - 74 years	482
75 + years	297

EDUCATION LEVEL 25+



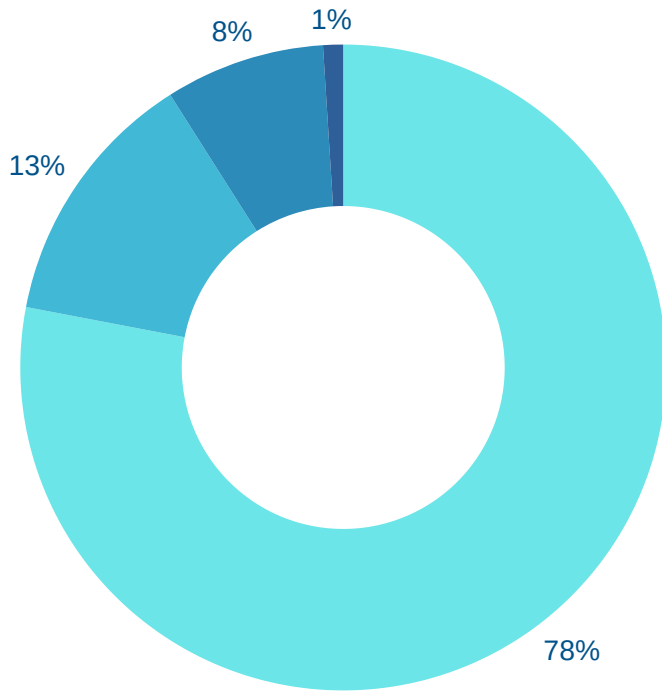
WORK STATUS for 18+



MILITARY STATUS

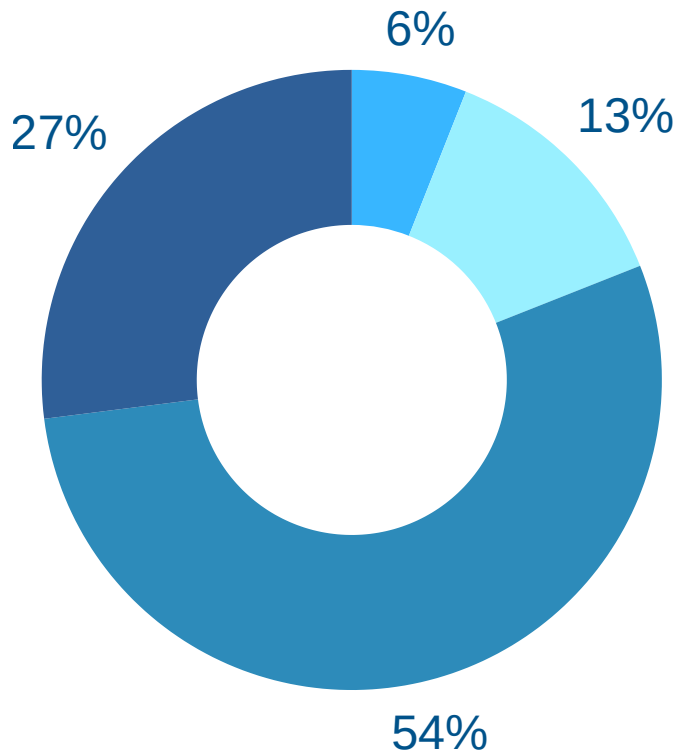
Veteran	245
Active Military	5

FINANCIAL REPORT



INCOME

- 78% Grant Revenue
- 13% USDA Reimbursement
- 8% Contract Income and Fees
- 1% Contributions and Other



EXPENSES

- 54% Personnel Costs
- 27% Non-Personnel costs
- 13% USDA reimbursement
- 6% Client assistance

THANK YOU TO OUR SUPPORTERS

PLATINUM



GOLD



Member FDIC



SILVER





Helping People.
**CHANGING
LIVES.**

