

# Lakes and Pines CAC, Inc.

## Annual Report

October 1, 2019 - September 30, 2020

“Strategic Response”



Mission:

To build prosperous communities by serving local families  
and individuals in their pursuit of self-reliance.

55 Years Providing Opportunities

Serving: Aitkin, Carlton, Chisago, Isanti, Kanabec, Mille Lacs and Pine Counties

1700 Maple Avenue East, Mora, MN 55051; (320) 679-1800; (800) 832-6082; fax: (320) 679-4139

[www.lakesandpines.org](http://www.lakesandpines.org)

An Equal Opportunity Employer/Contractor

## Letter from Lakes and Pines Board Chairperson



On behalf of the Lakes and Pines Board of Directors, it is my pleasure as Board Chair to present the 2020 Lakes and Pines Annual Report. In 2020 Lakes and Pines marks 55 years of providing services to East Central Minnesota by celebrating its 56<sup>th</sup> Annual Board of Directors meeting.

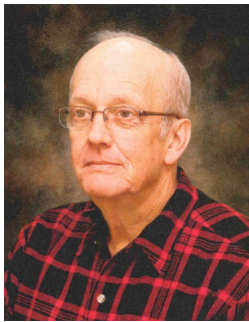
At times, one can ignore the elephant in the room; however, when that elephant is especially large and one is quarantined in the room, it becomes impossible to ignore. In “normal” times, it is the Board’s responsibility to see that appropriate services are delivered in a legal, consistent, fair and fiscally responsible manner. Even in the face of a worldwide pandemic, the basic responsibilities of the Board of Directors remain the same.

I am proud to report that Lakes and Pines’ Board of Directors has, during these most difficult times, continued to work seriously and diligently to fulfill their responsibilities. Likewise, each and every staff member has continued to not only fulfill their job duties, but also work to the best of their abilities to do what was requested of them and maintain the bond of trust which has been built over decades between Lakes and Pines and the broader community.

This annual report is a testament to these facts and demonstrates that when the challenges are the greatest, Lakes and Pines is at its best and continues to move forward with its mission to build stronger, more inclusive communities.

*Bradley Larson, Board Chair*

## Board of Directors, Sector To Be Served Representatives



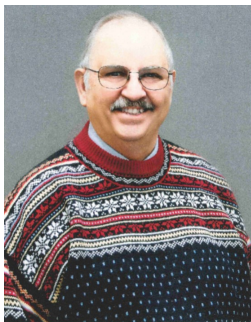
Bob Marcum  
Aitkin County



Patricia Johnson  
Carlton County



Laura English  
Chisago County



Ron Duke  
Isanti County



Roberta Folkestad  
Kanabec County



Carla Bruggeman, Secretary  
Mille Lacs County



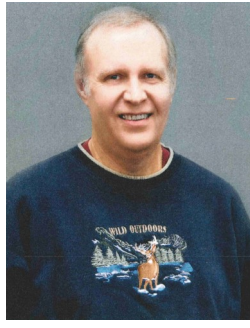
Vicki Wunder  
Pine County

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## Board of Directors, Public Sector Representatives



Don Niemi  
Aitkin County



Gary Peterson  
Carlton County



Mike Robinson  
Chisago County



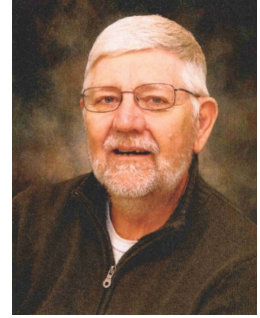
Greg Anderson  
Isanti County



Gene Anderson  
Kanabec County



Genny Reynolds  
Vice Chair  
Mille Lacs County



Steve Hallan  
2nd Vice Chair  
Pine County

## Board of Directors, Private Sector Representatives



Peter Ripka, Treasurer  
Farmers Union



Bradley Larson, Chair  
Financial Institutions



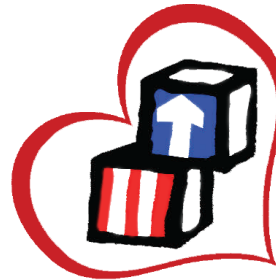
Scott Ten Napel  
Mental Health Professionals



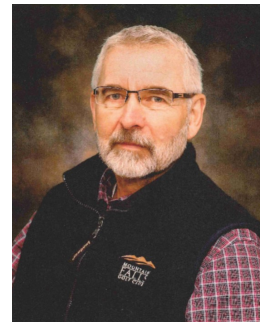
Beth Crook  
Health & Human Services



Jeffrey Haberkorn  
Legal Services



Annette Weaver  
Head Start Policy Council



Tim Burkhardt  
Senior Services

Providing Opportunities



## Lakes and Pines Administrative Team



Robert Benes  
Executive Director



Vicki Spalding  
Fiscal Controller



Tina Hamilton  
Human Resources  
Department Director



Kelly Manley  
Technology  
Department Director



Denise Stewart  
Agency Administrative  
Assistant



Michael Spilman  
Energy Assistance  
Program Director



Nicole Klosner  
Housing Rehabilitation  
Program Director



Allan Cekalla  
Weatherization  
Program Director



Kraig Gratke  
Early Childhood &  
Family Development  
Department Director



Dawn van Hees  
Community Services  
Department Director &  
Agency Planner

### The Promise of Community Action

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 are dedicated to helping people help themselves and each other.

### Head Start Policy Council

Upper left: Lara Huynh, Community Representative

Upper right: Tammy Urwin, Mille Lacs County Representative

Lower left: Annette Weaver, Community Representative

Lower right: Victoria Bird, Community Representative

Not Pictured:

Stacey Raveling: Community Representative



Providing Opportunities

# Family Homeless Prevention and Assistance Program Advisory Committee



Photo submitted by: Tammy Arend

Kristen Allord, Mille Lacs Band of Ojibwe	Mary Peltz, Mission 61
Jane Arnold, Aitkin County	Helen Piepr, Timber Trails
Maeta Burns-Penn, Rise	Elsa Ring, Kanabec County Public Health
Amy Carter, Rise	Tammy Smith, Central MN Housing Partnership
Diane Elias, Minnesota Housing Finance Agency	Paul Smith, Chisago County
Lori Gudim, Our Home Volunteers of America	Danielle Snedeker, Lakes and Pines Community Action
Steve Hansberry, Wellness In The Woods	Teresa Swanson, Carlton County
Lisa Hansen, Mission 61	Toni Thorstad, MN Assistance Council for Veterans
Ami Helmbrecht, Chisago County	Taylor Tollefson, Mille Lacs County Veterans Services
Kathy Kraft, MN Assistance Council for Veterans	Vicki VanderVegt, A Place for You
Patrick Leary, MN Department of Human Services	Dawn van Hees, Lakes and Pines Community Action
Shirley Lewison, Area Landlord	Jay Vasek, Central MN Housing Partnership
Cara Lundquist, Northeast Continuum of Care	Matt Viney, A Place for You
Chassidy Lobdell, Lakes and Pines Community Action	Amy Walcheski, Rise Rapid Rehousing
Crystal Maxon, Kanabec County	Julie Wermerskirchen, New Pathways
Tammy Moreland, Mille Lacs Band of Ojibwe	Ashley Young, Isanti County
Michelle Morgan, Pine County	Liz Young, Hearth Connection
Mary O'Brien, Mille Lacs County	Rachel Zetah, Central Minnesota Council on Aging

## Lakes and Pines Programming

**Central Project to End Long-Term Homelessness:** Provides supportive services in permanent supportive housing for individuals, unaccompanied youth, and families experiencing long-term homelessness.

**Child and Adult Care Food Program:** Provides well-balanced meals and snacks, which meet USDA guidelines for children and families participating in Head Start activities. Serving nutritious meals and snacks contributes to the wellness, healthy growth and development of young children.

**Chore Service:** Matches volunteers to help seniors and individuals with disabilities with heavy chores to improve the safety, efficiency, and comfort of their homes, enabling them to remain in their own homes longer.

**Community Services Block Grant/Minnesota Community Action Grant:** Provides core funding which establishes Lakes and Pines as a Community Action Agency. These grants fund Agency operations and support program expenses not covered by other grant dollars.

**Community Services Block Grant CARES Act:** This funding is used to extend services in a way that is safe for the community, customers and agency during the COVID-19 pandemic. Items such as supplies to allow for customers to enter the building safely such as masks, and cleaning supplies were purchased along with equipment to allow staff to continue working while they work remotely. Programs that were extended included moving to virtual Respite and Tax Assistance programming as one of the only programs in the State that continued to serve customers through these programs.

**Conservation Improvement Program:** Through partnerships with local energy providers, Lakes and Pines can help homeowners replace high energy consuming household appliances such as refrigerators, washers or even light bulbs.

**COVID Housing Assistance Program (CHAP):** The COVID-19 Housing Assistance Program provides housing assistance to prevent homelessness and help maintain housing stability of individuals and families impacted by the public health-related emergency. The Program will assist households that have been impacted by COVID-19 through unemployment, illness, or other COVID-19 related circumstances.

**Early Childhood Resource Coach:** Provides services to Chisago County at-risk families with children up to the age of five-years. Lakes and Pines is working in collaboration with school districts, county offices and other local program providers to identify families in need and connect them with community resources to help stabilize families.

**Early Head Start/Head Start:** Lakes and Pines offers a variety of program options to meet the family's needs for early education, family services and health. The program provides weekly home visits to pregnant women and children from birth through age five; programming in partnerships with family and center-based child care providers; combination options through partnerships with local school districts or Head Start centers. The program focuses on enhancing the child's development through parent-child focused connections and experiences while working with the whole family to help them be successful. The Head Start program model builds on and strengthens parents' skills in identifying and meeting the needs of their children.

**East Central Energy Caring Members:** Funded through East Central Energy for customers, Caring Members provides limited assistance to prevent disconnection or to re-connect service if all other resources have been exhausted.



## Lakes and Pines Programming

**Emergency Services Program:** Provides short-term hotel stays, along with supportive services to reduce the length of time that households are homeless.

**Energy Assistance Program:** Assists families and individuals with low income pay a portion of their heating costs and/or prevent a disconnection of their utilities by providing a grant on their behalf to their utility company. This program is available October through May.

**Energy Assistance Crisis Benefit:** As an extension of the Energy Assistance Program, this program may further assist individuals and families in avoiding a disconnection or running out of fuel to heat their home.

**Energy Related Repairs Program:** Assists homeowners who have a faulty, non-functioning or safety hazard within their furnace/boiler system by providing repairs or replacement of failing furnaces.

**Family Assets for Independence in Minnesota:** A matched savings program helping low-wage earners learn financial fitness skills to build assets through the purchase of a home, starting a business or pursuit of higher education. Individuals may have savings matched \$3 for each dollar saved.

**Family Homeless Prevention and Assistance Program:** Provides short-term rental assistance and supportive services to households who are homeless or who are at risk of becoming homeless.

**Financial Fitness:** Interactive sessions for individuals or groups on budgeting, saving, debt-reduction and consumer protection.

**Food Support and Health Insurance Outreach and Application Assistance:** Builds awareness and helps individuals in applying for health insurance through MNsure and/or the Supplemental Nutrition Assistance Program (SNAP).

**Garden Seed Program:** This program encourages growing food by distributing free vegetable seeds through area food shelves, extension offices and community gardens.

**Group Respite:** Provides opportunities for care receivers to enjoy planned activities and socializing with others in a safe and caring environment while caregivers receive temporary, short term relief to relax and recharge. Activities for participants includes artist led instructional sessions.

**Housing Quality Standards Inspections:** Inspections are completed on rental units which receive funds from the Department of Housing and Urban Development (HUD) to determine if the unit meets the requirements for quality housing set by HUD.

**Housing Rehabilitation Program:** This program helps homeowners with repairs and improvements, including accessibility and emergency improvements to their home.

**Housing Support (formerly GRH):** A State-funded program that pays room and board in approved locations for people with low income and low assets who have disabilities or other conditions.

**Housing with Supports for Adults with Serious Mental Illness:** Provides supportive services for persons with serious mental illness (SMI) who are homeless, longer term homeless, or exiting institutions who have complex needs and face high barriers to obtaining and maintaining housing.

**Isanti County CARES Act:** This funding is used to serve customers in Isanti County who experienced needs related to the COVID-19 pandemic. Basic needs, housing, work-related items can all be requested from these funds.

## Lakes and Pines Programming

**Live Well At Home Modification:** Provides homeowners over the age of 62 with a grant to perform rehabilitation or retrofitting of their home which will allow them to remain in their home for longer.

**Live Well at Home Homeless Support Service Project:** Provides assistance to older adults who are experiencing homelessness to stabilize their housing and reduce their risk of experiencing homelessness again.

**Pathway II Early Learning Scholarships:** Awards grants to families through an eligible Four-Star Parent Aware rated program, including Lakes and Pines' Head Start or other local preschool/childcare program. The scholarships increase access to high-quality early childhood programs for three and four year old children with the highest needs in order to improve school readiness.

**Pine County Cares Act:** Financial assurances for individuals and families who have experienced a housing emergency directly related to COVID-19. Financial assurances include rental assistance, deposit assistance, mortgage assistance, utility assistance, as well as support services to tenants, which include: connecting program participants to SNAP, health care coverage, social security benefits, energy assistance, and Head Start.

**Rapid Re-Housing Program:** Provides rapid rehousing and supportive services to ex-offenders who are homeless in the counties of Chisago, Isanti, Kanabec, Mille Lacs and Pine.

**Rapid Re-Housing Program for Domestic Violence Survivors (HUD-RRH-DV):** Provides rapid rehousing and support services to individuals or families who are fleeing, or attempting to flee domestic violence.

**Reach Out for Warmth:** Program which is privately funded through donations that may assist households that are facing an energy-related emergency and do not have access to other benefits based on eligibility or extenuating circumstances.

**Small Cities Development Program:** Through partnerships with local cities, townships and counties, this program helps homeowners and businesses with building repairs and improvements. This program is currently available in Sandstone and Pine City, Hinckley, Foreston and Pease. Pine County also has a program available to homeowners to provide help with their septic system.

**Social Security Outreach, Advocacy & Recovery/Social Security Benefit Advocacy:** Provides assistance to individuals who have a long-term disability which prevents them from working, who are homeless or at risk of homelessness or who are receiving cash assistance apply for Social Security.

**Supplemental Nutrition Assistance Program (SNAP) Employment & Training Program:** Provides coaching for individuals receiving SNAP who are ready to pursue a more rewarding employment future.

**Transitional Housing Program:** Provides transitional housing and supportive services to individuals and families who are homeless.

**Vehicle Donation Program:** Matches donated vehicles to eligible individuals and families who have a transportation barrier to obtaining or maintaining employment.

**Volunteer Income Tax Assistance:** Free tax preparation for low income individuals and families by dedicated and skilled volunteers. This program also includes an option for individuals to learn how to prepare their own income and/or property tax forms at no cost with guidance from trained staff.



## Lakes and Pines Programming

**We Rally Around Parents:** This program is designed to help families with young children prior to entering the county-based human services programs by acting as a support system and connecting them to resources that they need. The program staff act as a liaison to help find housing, mental health services, early childhood education and care and other community based support. This program is currently available in Aitkin county.

**Weatherization:** This program helps homeowners reduce their energy costs by providing energy-saving improvements to their home, such as insulation, caulking and weather-stripping.

**Youth Transitional Housing Program:** Provides transitional housing and supportive services to youth ages 16-24.

## Responding to the Pandemic

No report updating business performance in 2020 would be complete without an update on the institution's response to the COVID-19 pandemic, the effects on its operations, funding, staff and customers. To say the affect has been profound would be an understatement. In actuality, it would be fair to say that the pandemic and the Federal/State response has had a fundamental impact on every aspect of the agency, with the exception of one.

The aspect of the work done at Lakes and Pines that was unaffected is the fact that poverty persists and that those with limited resources are still left with a disproportionate load of the burden during difficult economic times.

In terms of the response by Lakes and Pines, it all starts with a plan. It can be definitively said that any business, nonprofit, or government agency that had a strategic plan going into 2020, were sorely disappointed with their goals achieved or progress toward their outcomes within that strategic plan. Lakes and Pines, on the other hand, entered the year with its plan to be in a state of preparedness. The Lakes and Pines Capacity for Strategic Response (CSR) was designed to respond to unforeseen circumstances. Clearly, the CSR was not designed to deal with a worldwide pandemic. The CSR, which has served as the Lakes and Pines planning process for the last several years, is designed to handle your run of the mill disasters like floods, tornadoes, housing market crashes, fires and economic recessions, along with the rapid change in circumstance we have come to expect as we straddle the public/private divide in serving low income families.

The onset of the pandemic, along with the restrictions put in place in an attempt to ensure the health of agency staff, and the clients we serve as well as the general public, put a strain on every system currently in place within the agency. Although the CSR did not plan for what was to come in 2020, what the plan did do was to have almost every system in forward motion; so, although we had no way of foreseeing what was coming, we did not have to overcome the inertia of static systems, but simply push the current forward moving plans into warp drive. To skip to the end of this story, Lakes and Pines did not miss a single scheduled day of serving clients.

**Fiscal:** The strong working relationship between the Fiscal Office and that of the Technology staff allowed the fiscal office to fully function remotely within the systems built within Technology. Again, Fiscal staff were able to operate with a level of familiarity that provided for effective and efficient operation, although the scale of involvement took a giant leap forward when the pandemic hit. Those steps were reliant upon the foundations already put into place prior to the onset of COVID-19.

## Responding to the Pandemic

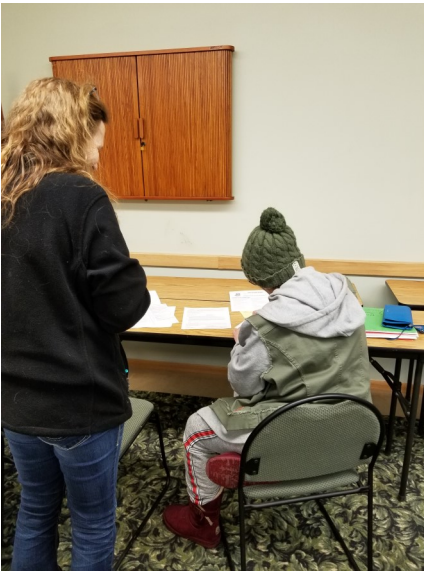
**Technology:** Lakes and Pines was well on its way to moving time records, voucher systems, purchase orders, along with performance review and staff tracking to electronic systems prior to the pandemic. Although not as easy as it sounds, what was required was to bring them to scale and finish more quickly than was planned. The added benefit to this was that staff were already in the process of managing within the electronic world and demonstrated a comfort level with the processes, so they could remain focused on client service rather than relearning the mechanics of their employment. In addition, the recent opening of satellite offices provided us with a template for connected communications, allowing the agency to continue to function as a single unit as opposed to individual entities. It also provided a road map for communications moving forward as staff needed to work from home and remain connected in order to continue to fulfill their duties. The adoption of ACH for staff payroll and vendor payments and grantor deposits allowed the agency to continue to receive funding, pay staff and reimburse for services and goods purchased.

**Human Resources:** A department already heavily laden with employment law, rules, regulations and practices was tasked with absorbing an onslaught of new rules, guidelines, regulations and recommendations and coalescing them into a coherent, understandable, and realistic set of agency policies to protect staff, clients, and the public. That office's experience with detailed and coherent personnel policies, work plans, affirmative action plans and position classification plans allowed them to sift through the multiple levels of government, sometimes unclear or even contradictory rules and recommendations and build a road map to allow staff to work in numerous settings at various times and to do so safely within CDC and State guidelines. Lakes and Pines, prior to the pandemic, had already stepped into the world of home office, off site work, as well as multiple and varied work schedules at rotating times. None of these, of course, were on the level that would be required to meet the needs of working in the COVID world, but enough to not be stymied or daunted by the task of working within new and varied sites.

**Administration:** According to the CSR, it is Administration's role to orchestrate the work of the administrative offices, anticipate what they might need and assure proper resources are available for the work that needs to be done. All this while continuing to assure that adequate resources remain available for client needs and safeguard the expenditure of all resources to be sure they are spent within the legal and programmatic expectations of the funding sources and those of taxpayers.

If any of this leaves the impression that Lakes and Pines was prepared for a pandemic in 2020, it can be assured, that we were not. However, just as surely, Lakes and Pines did have the available talent and the momentum of a forward moving agency that allowed us to address the unexpected in the best possible fashion. In a fashion that allowed program staff to continue to meet the needs of the families we serve and not simply survive as an agency, but to flourish. The support the Administration office provided to programs not only allowed for existing programs to continue, but for Lakes and Pines program staff to innovate and develop new and creative delivery models that are being replicated not only within the Community Action Program world, but across the state and nation. These innovations have the potential to reshape the delivery of services to low income families into the future and into a day where the services will no longer be needed, but when poverty within the richest nation in the world will finally be eliminated.

## Volunteers Make a Difference



Each year Lakes and Pines provides the free Volunteer Income Tax Assistance (VITA) program to low-to-moderate income individuals and families, persons with disabilities, and senior citizens. Volunteers begin their training and certification in January each year. Training consists of a face-to-face classroom setting (held in two locations for convenience of volunteers) as well as independent studying and testing. Before the season starts, they are likely to have 15-20 hours already invested. To get the tax season started, Lakes and Pines hosts a Kick-Off celebration for the volunteers where the whole Tax Team gets together to enjoy a light dinner and socializing. The following week, tax season begins with taxpayers coming into the clinic locations and after an hour or so, leave with their completed, electronically filed, tax return. The tax program generally wraps up around the first week of May.

The 2019 tax year started the same as past years, but with a few changes. Tax clinics were again held in communities of Milaca, Moose Lake, Mora, North Branch, Pine City and this year we added McGregor. The program was fortunate to receive many new volunteers. One of the biggest changes was the hiring of a new Financial Programs Assistant who was brand new to the program and taxes. The other big change was two experienced volunteers took over the role of Tax Site Coordinator at three of the tax clinic sites.

Everything fell together very well. Volunteers and coordinators were getting into a groove, sites were running smoothly, and with the increase in new volunteers, it was certain more tax returns were going to be completed than previous years. Then the COVID-19 pandemic emerged and everything came to a screeching halt. Tax clinics were shut down immediately for concern of safety.

Nearly one month later when the regular tax season would normally be near its end, Lakes and Pines opened up again offering a virtual tax delivery service. Volunteers gave more time and were willing to extend their commitment past the usual tax season so that taxpayers were able to get their much needed returns completed in a timely manner. Each volunteer was provided a laptop and monitor to use and a virtual plan was put in place. The start was a bit rocky, but it did not take long to settle into the new routine and many taxpayers were able to file their returns for free, making them eligible to receive the Economic Impact payment, when they otherwise would have had to pay for having their taxes prepared. Property Tax and Renter's Rebates were also completed. Lakes and Pines was one of the only agencies in the state of Minnesota to re-open and offer tax services; because of this, volunteers not only assisted residents in the seven-county service area, but statewide. A handful of residents from North Dakota, Texas, and Wisconsin were even assisted.



As with every year, the free Tax Assistance program could not exist if it were not for the wonderful, dedicated volunteers. We are so grateful for them. The 2019 tax season is certainly one for the books.



## Community Investment

The City of Sandstone applied for a Small Cities Development Program grant in the summer of 2017. Lakes and Pines, as well as the Sandstone City Administrator, had high hopes for the program success since the city hadn't received one of these grants in over 30 years. The City of Sandstone was awarded \$588,800.00 to rehabilitate 14 homes and 4 commercial buildings. With determination and hard work, the city invested the full grant amount, and the community received a wonderful facelift.

One homeowner was reluctant to use the Small Cities Program at first because he thought it was "too good to be true." Lakes and Pines' staff assured him that the program was designed to help homeowners and encouraged him to participate. They explained that if he stayed in his home for ten years, the repayment agreement was completely forgiven and the funds used to make the improvements to his home would be considered a grant. His exact words were "I'm dying in this house and I'm not dying for more than 10 years, so what the heck?"

Lakes and Pines was able to maximize resources and combine available funding sources the homeowner qualified for to invest over \$50,000 into the home. What seemed impossible to the contractor and the homeowner was made possible. Since the home was almost 80 years old, there was a significant amount of lead based paint that needed to be remediated. The floors were replaced, as well as the siding, 12 windows and 3 doors. A bathroom renovation was necessary to remove lead from the tub and flooring. The water heater was replaced and the old sandstone foundation was repaired. The homeowner was very pleased with the work. He decided to save up and do a few more projects on his own that the grant would not support. He now has beautiful flowers in his yard and his home has air conditioning for the first time ever.



## A Place to Call Home



Betty (name changed) is originally from Idaho and ended up in the area fleeing a nasty divorce. When Betty arrived, she found herself homeless with nowhere to turn. She is a veteran and, as a veteran, was not used to turning to others for help. She was referred to Lakes and Pines through a friend.

After completing the application and intake process, she was placed on the Coordinated Entry priority list and provided with resources. Betty was eventually selected from the list and was assigned an Agency Wide Advocate to assist her with her housing search. She located housing in a small town and with the help of Family Homeless Prevention and Assistance Program funding, her deposit and first month's rent was paid. She has gotten a job at a local business and has been putting in as many hours as possible. Betty's next goal is to save enough money to bring her kids home, as they are still currently in Idaho with family.

## Improving Health & Safety

A recently retired couple were in need of some improvements to their home. The husband has suffered for several years with serious heart related issues which are further complicated by diabetes. Lakes and Pines performed an energy audit on their home and found several health and safety concerns, along with a host of potential energy saving improvements. The weatherization program staff worked with the home owners to plan how to best address the issues with their house.

The most significant health and safety improvements included: replacing the gas fired water heater with a power vented unit because the existing water heater was allowing carbon monoxide into the home; replacing the existing gas fired furnace because it was in poor condition and would soon have been a hazard if not addressed when it was replaced during weatherization. The new furnace is a high efficiency model. A ventilation system was also installed to improve the indoor air quality.

The most significant energy saving improvements were: air sealing and adding 58 bags of new insulation to the attic because a good portion of the attic was uninsulated; all the existing lighting was retrofitted with LED light bulbs; water lines were insulated on the new water heater, improving the performance of the water heater; Conservation Improvement Program funds were leveraged to install a new refrigerator in the home. The new refrigerator is approximately three times more efficient than the unit it replaced.

Other work performed included: installing new dryer venting, weather-stripping on the doors, installing carbon monoxide and smoke detectors, duct sealing and installation of a programmable thermostat.

These improvements not only help the homeowners save energy, but also provide a much safer, healthier and more comfortable home to live in.

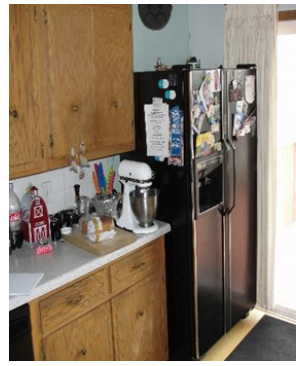


Before

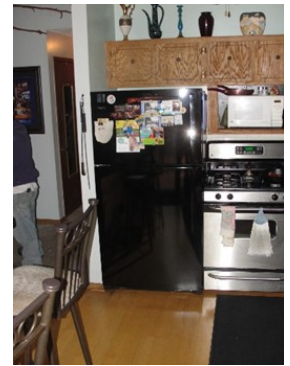


Furnace

After



Before



Refrigerator

After



Before



Water Heater

After



Before



Attic Insulation

After

Providing Opportunities

## Peace of Mind



“I just want to be able to do my laundry again.” Laundry isn’t something that is favored by many; it is often something we dread doing. Lakes and Pines received a phone call from a woman in her early 80’s who was in tears because her family was nervous every time she went down her stairs to do her laundry. Staff began looking at how Lakes and Pines may be able to help.

A staff member visited the woman’s home and evaluated the possibility of moving her laundry units upstairs in her townhome. The woman’s daughter mentioned that she was nervous that if they had bad weather, her mother could not get down her stairs to the basement.



Lakes and Pines suggested providing a grant from the Live Well at Home program to install a stair lift. This way the woman could get up and down the two sets of stairs with ease and could do her laundry independently. The woman and her family were very excited for her to feel comfortable and able to safely manage getting around in her home again. Within days, a contractor was at her home and had a stair lift installed within a few hours.

When the work was done, the woman and her daughter came in to thank Lakes and Pines for the help. The senior citizen had peace of mind that she could stay in her home for even a few more years and her daughter had peace of mind that her mother would safely be able to get up and down the stairs, avoiding a fall.

## Families Engaged and Enjoying Distance Learning

During this time with COVID-19, Lakes and Pines’ Head Start Program adjusted the way the program operates, including providing home visits and classroom socializations virtually instead of in person. Some of virtual classroom socializations have actually had better attendance than when they were being held in person.

One Home Visitor described how her virtual socializations were held:

Each class started with introductions and some kind of ice breaker. The families were sent all the supplies they needed for the activity being done that week ahead of time. The Home Visitor spent time beforehand with the individual families brainstorming what materials can replace the ones needed if a family doesn’t have everything. The families all did the activity together while online and the Home Visitor narrated each step, pointing out what was happening for each child. When the activity was finished and/or the children started to lose focus, we transitioned to singing a song. The students love singing along and doing the hand motions. The parents then decided what activity they wanted to do with their child at the next virtual socialization. The Home Visitor stated:

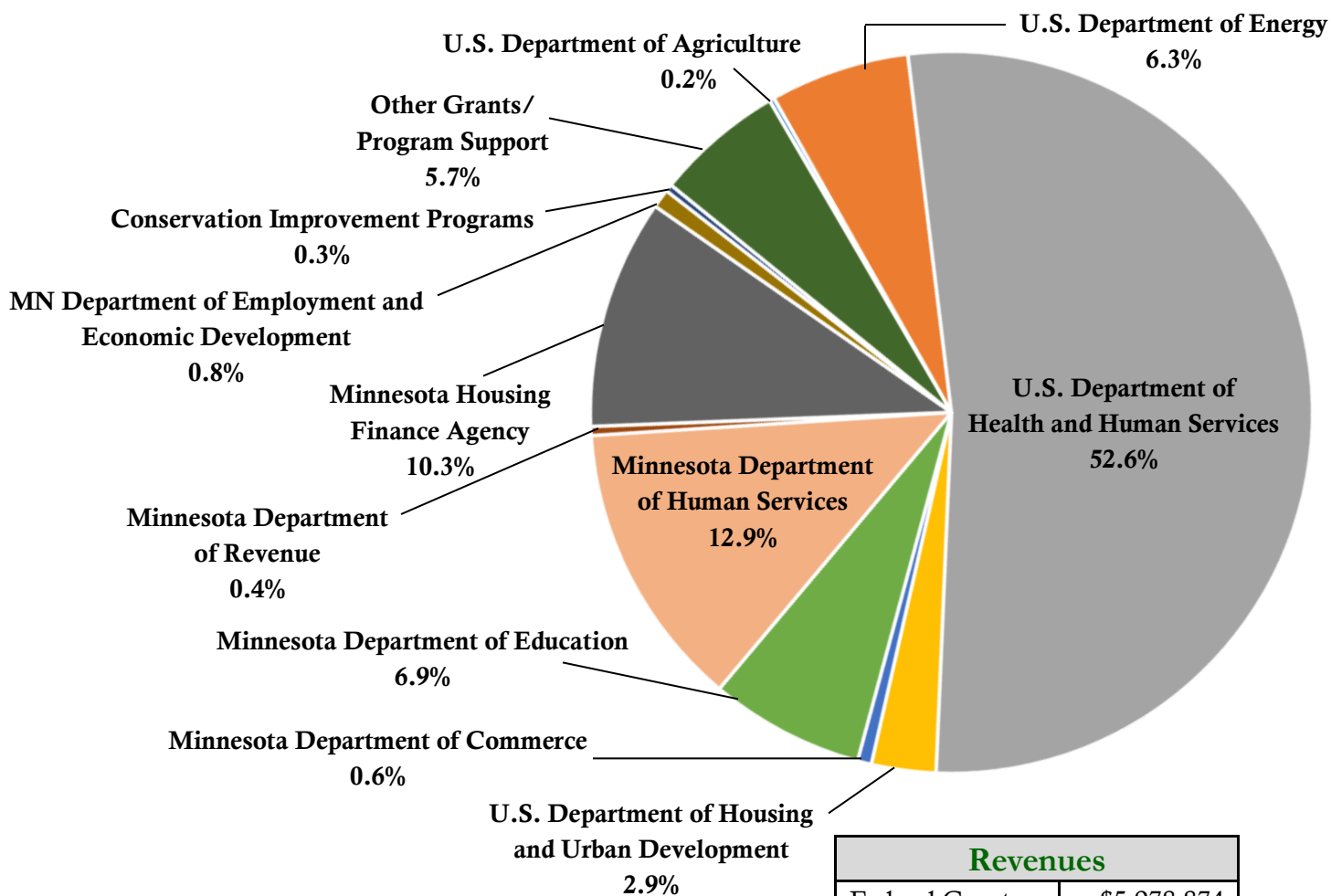


“These socializations are the highlight of my week because it really feels like we are all together!”



# Financial Statement

\*\*September 1, 2019 - August 31, 2020\*\*



<b>Sources of Revenue</b>	
U.S. Department of Agriculture	\$22,180
U.S. Department of Energy	\$595,245
U.S. Department of Health and Human Services	\$5,010,185
U.S. Department of Housing and Urban Development	\$274,896
Internal Revenue Services	
Minnesota Department of Commerce	\$59,410
Minnesota Department of Education	\$659,756
Minnesota Department of Human Services	\$1,224,344
Minnesota Department of Revenue	\$38,380
Minnesota Housing Finance Agency	\$980,557
MN Department of Employment and Economic Development	\$80,260
Local Utility Companies: Conservation Improvement	\$31,198
Other Grants/Program Support	\$547,171
<b>Total</b>	<b>\$9,523,582</b>

<b>Revenues</b>	
Federal Grants	\$5,978,874
State Grants	\$3,224,733
Local Grants	\$319,975
<b>Total Revenues</b>	<b>\$9,523,582</b>

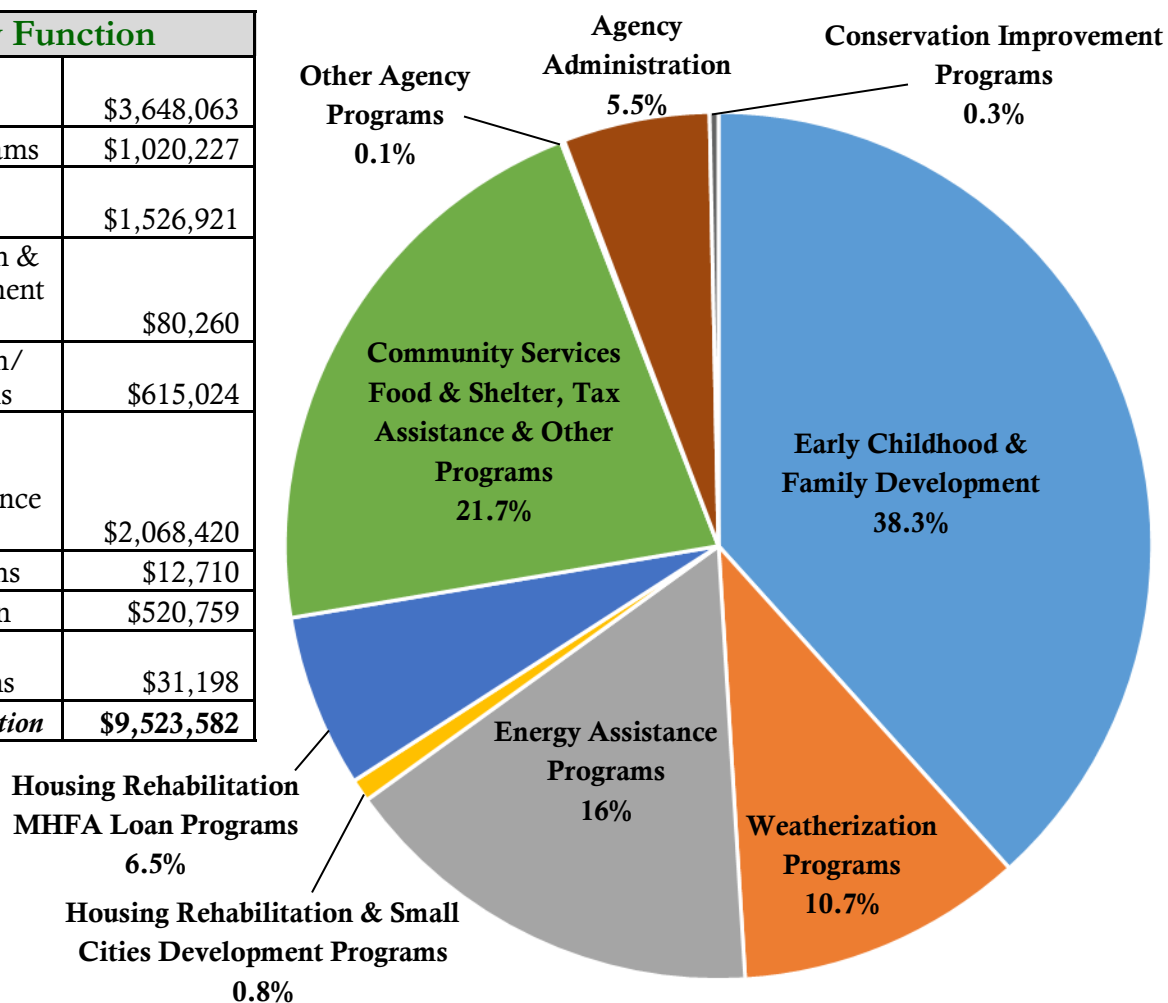
<b>Expenses by Category</b>	
Wages & Benefits - Direct Client Services	\$2,664,401
Wages & Benefits - Indirect Client Services	\$2,691,179
Professional & Contractual Services	\$518,577
Vehicle Expense & Travel	\$237,381
Training	\$170,106
Supplies & Copy Costs	\$352,012
Rent, Insurance, Utilities & Maintenance	\$350,098
Communication, Dues, Advertising	\$207,034
Direct Client Support	\$2,332,794
<b>Total Expenses by Category</b>	<b>\$9,523,582</b>

Providing Opportunities

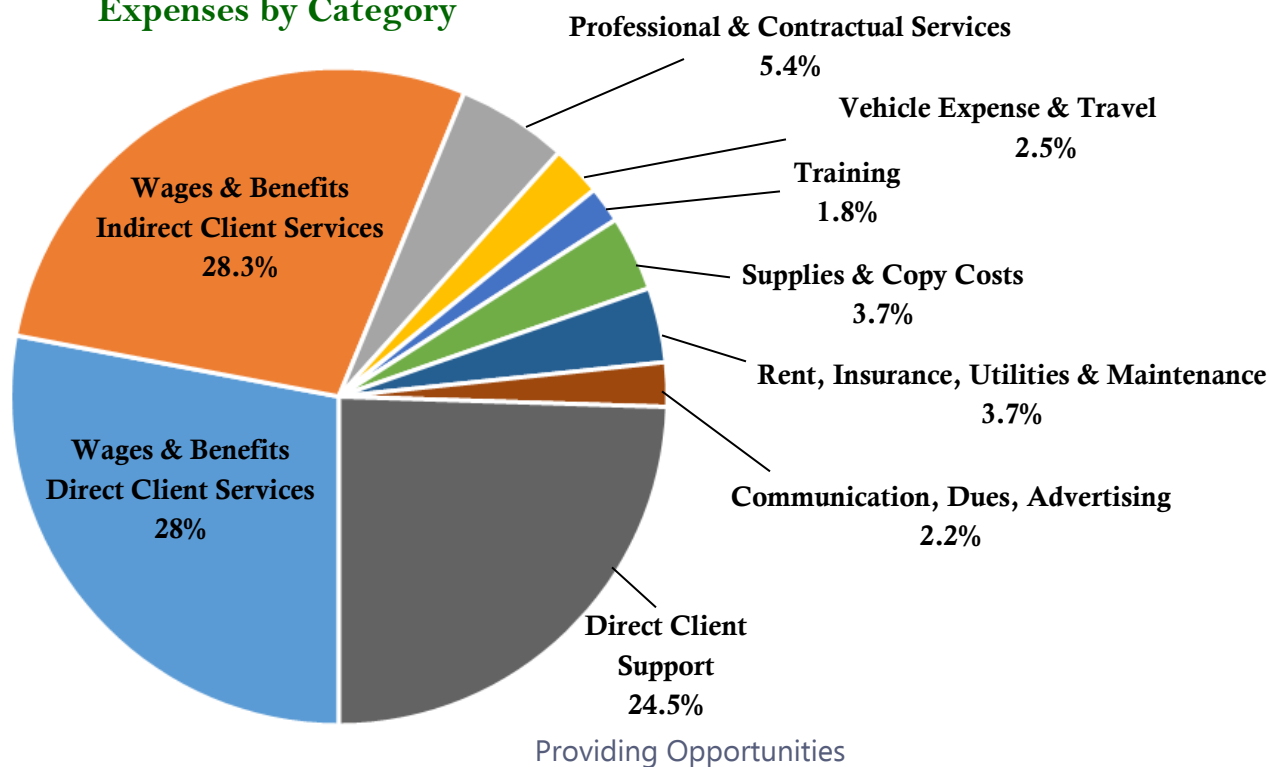
# Financial Statement

\*\*September 1, 2019 - August 31, 2020\*\*

<b>Expenses by Function</b>	
Early Childhood & Family Development	\$3,648,063
Weatherization Programs	\$1,020,227
Energy Assistance Programs	\$1,526,921
Housing Rehabilitation & Small Cities Development Programs	\$80,260
Housing Rehabilitation/MHFA Loan Programs	\$615,024
Community Services Food and Shelter Programs, Tax Assistance & Other Programs	\$2,068,420
Other Agency Programs	\$12,710
Agency Administration	\$520,759
Conservation Improvement Programs	\$31,198
<b>Total Expenses by Function</b>	<b>\$9,523,582</b>



## Expenses by Category



## Funding Agencies and Programs

**U.S. Department of Agriculture:** Child and Adult Care Food Program

**U.S. Department of Energy:** Department of Energy, Weatherization

**U.S. Department of Health & Human Services:** Community Services Block Grant (CSBG); CSBG CARES Act; CSBG Discretionary; Early Head Start; Early Head Start Childcare Partnerships; Energy Assistance Program/Energy Crisis/Energy Related Repairs; Federal Head Start; Pine County CARES Act; Senior Chore and Respite Services/Title III, Isanti County CARES Act

**U.S. Department of Housing & Urban Development:** Transitional Housing Program; Rapid Re-Housing Program (Ex-Offender and Domestic Violence)

**Internal Revenue Service:** Volunteer Income Tax Assistance Program

**Minnesota Department of Commerce:** Weatherization; Propane Assistance

**Minnesota Department of Education:** State Head Start; Pathway II Early Learning Scholarships

**Minnesota Department of Employment & Economic Development:** Small Cities Development Programs; Pine County Housing Rehabilitation

**Minnesota Department of Human Services:** Minnesota Community Action Grant; Emergency Services Program; Housing Support (Formerly Group Residential Housing); Homeless Youth Act; Housing with Support for Adults with Serious Mental Illness; Live Well at Home Chore; Live Well at Home Senior Home Modification; Live Well at Home Senior Homelessness; Social Security Disability Income Outreach and Advocacy; Supplemental Nutrition Assistance Program Outreach and Employment and Training Programs; Transitional Housing Program

**Minnesota Department of Revenue:** Tax Assistance Grant

**Minnesota Housing Finance Agency:** Rehabilitation Loan Programs; Family Homeless Prevention and Assistance Program; COVID Housing Assistance Program

### **Other Grants/Program Support:**

*Aitkin County Health & Human Services:* We Rally Around Parents

*Central Minnesota Jobs and Training:* Job Training and Placement

*Chisago County Health & Human Services:* Family Resource Specialist

*Consumer Federation of America:* Minnesota Asset Building Coalition Financial Fitness Workshops

*Greater Minnesota Housing Fund:* Rental Assistance; Participant Support

*Hearth Connection:* Central Long-term Housing

*Local Energy Providers:* Conservation Improvement Program

*Mille Lacs Corporate Ventures:* Long-term Homelessness Supportive Services

*MNSure:* Health Insurance Application Assistance

*Mora Housing Redevelopment Authority:* Housing Quality Inspection Services

*West Central Minnesota Communities Action:* Family Assets for Independence in Minnesota

*Private Donations:* Emergency Services; Home Buyer Education; Power Action Leadership; Reach Out for Warmth; Transportation Program; ECE Caring Members; COVID Supplies and Assistance