

# Lakes and Pines CAC, Inc.

## Annual Report

October 1, 2020 - September 30, 2021

“Standing Fast”



Mission:

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

56 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



Dear Fellow Board Members, Staff, Friends and Community Members,

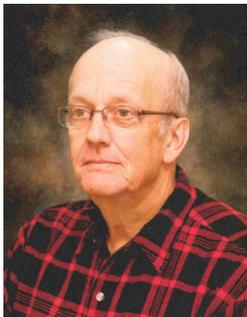
I am proud to present to you the 56<sup>th</sup> Annual Report for Lakes and Pines CAC, Inc. The following report is meant to provide an overview of the activities for Lakes and Pines for a current twelve-month period. Although the report provides an insight into the types of programming, the levels of funding, as well as the sources of funding, it in no way captures the true impact that Lakes and Pines has had within the communities over the past year, let alone the past 57 years. Mere numbers, graphs, charts and stories can in no way measure or show the transformational impact that Lakes and Pines has had on people's lives as they have, for the past five and a half decades, moved from poverty to prosperity.

What is most outstanding about this report is that it doesn't look outstanding at all. Although the numbers served, as well as the resources available to serve them, are higher than you would normally see in a year's time, the activities, services and initiatives look as if this past year was pretty normal. As we all know, this past year or so has been anything but normal. The fact that Lakes and Pines has been able to stand fast and continue to serve those in need within our communities is a testament to the resilience, fortitude, ingenuity and persistence of the Board, staff and volunteers of Lakes and Pines.

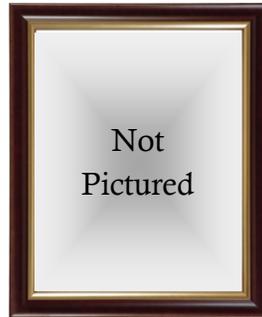
As we as a community move forward, I think we can all take a great deal of solace in the fact that Lakes and Pines has, and will continue to be an institution within our community, which serves those who are most vulnerable and helps make lives better for each of us.

*Bradley Larson, Board Chair*

## Board of Directors, Sector To Be Served Representatives



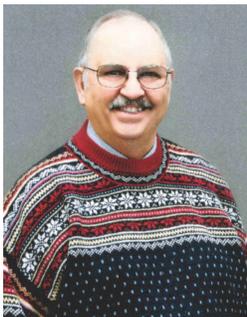
Bob Marcum  
Aitkin County



Kimmy Taylor  
Carlton County



Laura English  
Chisago County



Ron Duke  
Isanti County



Roberta Folkestad  
Kanabec County



Carla Bruggeman, Secretary  
Mille Lacs County



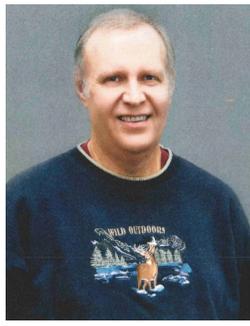
Vicki Wunder  
Pine County

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## Board of Directors, Public Sector Representatives



Don Niemi  
Aitkin County



Gary Peterson  
Carlton County



Mike Robinson  
Chisago County



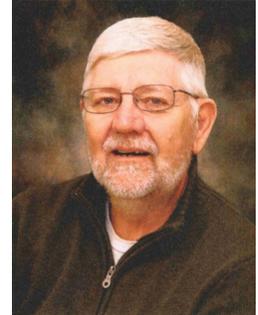
Greg Anderson  
Isanti County



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



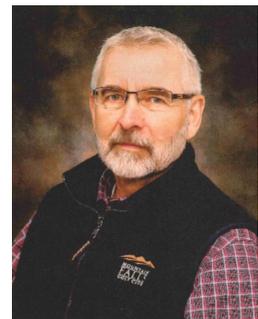
Beth Crook  
Health & Human Services



Jeffrey Haberkorn  
Legal Services



Annette Weaver  
Head Start Policy Council



Tim Burkhardt  
Senior Services

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## Lakes and Pines Administrative Team



Allan Cekalla, Weatherization Program Director; Tammy Arend, CCAP, Early Childhood & Family Development Department Director; Denise Stewart, CCAP, Agency Administrative Assistant; Tina Hamilton, Human Resources Director; Nicole Klosner, Housing Rehabilitation Program Director; Michael Spilman, Energy Programs Director; Vicki Grunden, Fiscal Controller; Dawn van Hees, CCAP, Community Services Department Director/Agency Planner; Robert Benes, Executive Director; Kelly Manley, Technology Department Director

## Head Start Policy Council



Brandy Sandeen



Chi Ngo



Dusti True



Tammy Urwin



Annette Weaver

Providing Opportunities

# Family Homeless Prevention and Assistance Program Advisory Committee



Amy Carter



Dawn van Hees



Chassidy Lobdell



Amy Walcheski



Liz Young



Danielle Snedeker



Michelle Greuel

Amy Carter, Rise	Helen Pieper, Timber Trails
Diane Elias, Minnesota Housing Finance Agency	Tim Poland, Central Minnesota Housing Partnership
Michelle Greuel, Pine County	Elsa Ring, Kanabec County Public Health
Lori Gudim, Our Home Volunteers of America	Danielle Snedeker, Lakes and Pines Community Action
Lisa Hansen, Mission 61	Teresa Swanson, Carlton County
Ami Helmbrecht, Chisago County	Toni Thorstad, MN Assistance Council for Veterans
Jacque Hoover, The Refuge	Vicki VanderVegt, A Place for You
Patrick Leary, MN Department of Human Services	Dawn van Hees, Lakes and Pines Community Action
Cara Lundquist, Northeast Continuum of Care	Amy Walcheski, Rise Rapid Rehousing
Chassidy Lobdell, Lakes and Pines Community Action	Julie Wermerskirchen, New Pathways
Crystal Maxon, Kanabec County	Ashley Young, Isanti County
Tammy Moreland, Mille Lacs Band of Ojibwe	Liz Young, Hearth Connection
Mary O'Brien, Mille Lacs County	Rachel Zetah, Central Minnesota Council on Aging
Mary Peltz, Mission 61	

## Lakes and Pines Programming

**Central Minnesota Council on Aging COVID Response Fund:** Provides support to older adults and family caregivers with services such as access to nutrition, volunteers, diversity, virtual service delivery and personal protective equipment.

**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 that 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.

**Chisago CARES:** Serves individuals who live in Chisago County and are experiencing a COVID-19 related need, including housing, basic needs or work-related items.

**Chore and Delivery Service:** Matches volunteers to help seniors with grocery delivery and/or 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. Supplies to allow for customers to enter the building safely such as masks and cleaning supplies were purchased, along with equipment to enable staff to work remotely. This funding provided the opportunity to transition the Tax Assistance and Senior Respite programs to virtual. Lakes and Pines was two of the few programs in the state that continued to serve customers. This funding also met basic needs of individuals who were not covered by other programs, such as water bills and car insurance.

**Conservation Improvement Program:** Through partnerships with local energy providers, Lakes and Pines can help homeowners use electricity and natural gas more efficiently, conserving energy, reducing carbon dioxide emissions and lessening the need for new utility infrastructure. The program may replace high energy consuming household appliances such as refrigerators, washers or even light bulbs.

**COVID Emergency Rental Assistance (CERA):** Lakes and Pines helps individuals who are in need of rental assistance due to COVID-19 navigate the application process through RentHelpMN.

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

**Early Childhood Resource Coach:** Provides services to Aitkin, Chisago and Pine 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 them as they strive toward self-sufficiency.

## Lakes and Pines Programming

**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.

**East Central Regional Arts Council:** Provides funding to support the Respite and Head Start programs by bringing artists to give hands-on instruction about painting, felting, stamping and other art mediums to seniors and young children.

**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 allows households to stretch their dollars further during the months of high heating costs.

**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 qualify for Energy Assistance and have a faulty, non-functioning or safety hazard within their furnace/boiler system by providing repairs or replacement of failing heating systems.

**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 food support via the Supplemental Nutrition Assistance Program (SNAP), including assistance applying for Pandemic-Electronic Benefits Transfer (EBT) benefits.

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

## Lakes and Pines Programming

**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 include artist led instructional sessions.

**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 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 Isanti County customers who are experiencing needs related to the COVID-19 pandemic. Basic needs, housing and work-related items can all be requested from these funds.

**Live Well At Home Re-Modification:** Provides homeowners over the age of 65 with a grant to perform rehabilitation or retrofitting of their home which will allow them to remain in their home 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.

**Mobile Home Trust Fund Relocation:** Provides assistance to residents in a mobile home park relocate due to the closure of the park.

**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 programs. 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:** Provides financial assurances for individuals and families who have experienced a housing emergency directly related to COVID-19. Financial assurances can 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 individuals and families who are homeless in the counties of Chisago, Isanti, Kanabec, Mille Lacs and Pine.

**Rapid Re-Housing Program for Domestic Violence Survivors:** Provides rapid rehousing and support services to individuals or families who are fleeing domestic violence in the counties of Chisago, Isanti, Kanabec, Mille Lacs and Pine.

**Reach Out for Warmth:** Program which is privately funded through donations that may assist households that have had an uncontrollable situation, such as job loss, accident or medical condition and are facing an energy-related emergency. This program is an important resource for individuals and families who are facing a hardship and do not have access to other benefits.

## Lakes and Pines Programming

**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 replace or repair a non-compliant 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.

**St. Croix Foundation COVID:** Provides basic needs for individuals living in Chisago County who were affected by COVID-19.

**St. Croix Foundation Respite:** Supported the transition from in-person to virtual respite sessions, providing the opportunity to offer arts and music to seniors in a new way.

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

**Telephone Reassurance:** Provides friendly phone calls to people age 60 and older to visit, check-in and provide resources and referrals as needed.

**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-to-moderate income individuals and families by dedicated and skilled volunteers.

**Weatherization:** This program helps homeowners reduce their energy costs by providing energy-saving improvements to their home, such as insulation, caulking and weather-stripping. According to a national evaluation of the program, households save an average of \$283 or more annually due to weatherization improvements and upgrades.

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

### 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.

## Administration

The administration offices include technology, fiscal, human resources and the Executive Director's office staff. Together, the administration staff work to support the employees who deliver services to the community. The challenges faced in 2020 by all employers as a result of COVID rolled right into 2021 and Lakes and Pines' team was ready to meet those challenges head on. Our doors remained open, our phones were answered and our staff remained fully employed, ready to help those who needed us. Much of the ability to continue meeting the Mission of the organization can be attributed to the support provided by the administrative team.

The technology staff continued to adjust priorities to meet the demands of the day, from remote systems setup on short notice to changing the way day-to-day activities of the Agency were handled. The focus was on implementing infrastructure improvements to enhance capability without sacrificing security and enabling staff to communicate with customers in new and effective ways.

The human resources staff worked closely with the Executive Director in navigating through the ever-changing regulations and recommendations to ensure employees and the public were safe and to ensure that Lakes and Pines could continue to remain open, ready to serve.

The fiscal staff adapted policies and procedures to ensure the financial security of the Agency remained strong. Updated policies have resulted in better efficiency while maintaining the highest level of financial oversight by the fiscal staff, Executive Director and Board of Directors.

To be resilient is the ability to recover quickly and work through difficult times while continuing to show perseverance and dedication every day by providing exceptional services to the community. Together, the administrative team is very proud to support such talented, dedicated and hard-working employees.

## It Doesn't Hurt to Ask

Lakes and Pines was granted \$250,000 through the Live Well at Home Program in July of 2019. The grant was to provide housing rehabilitation for seniors, allowing them to remain in their homes longer, and expected to end in June of 2021. There was a large need in the community and the initial grant funds were used quickly. That left many seniors who still needed assistance to age in place. With COVID still lingering and seniors already having trouble leaving their homes, Lakes and Pines was getting many calls from family members who were worried that their parents or grandparents were not getting out enough and couldn't complete tasks by themselves.



The Department of Human Services mentioned that there may be additional funding for the Re-Modification Program available. Lakes and Pines didn't hesitate to contact them, and an extra \$100,000 was granted to assist additional seniors who were waiting. Ramps were installed, toilets were replaced, bath tubs were turned into walk-in showers, even a well was replaced for an 88 year-old woman in Aitkin County who hadn't had water in seven months.



There were 48 seniors that were able to stay in their homes with the initial funding received in 2019. After the Department of Human Services provided the additional funding, Lakes and Pines was able to increase that number to 64 seniors that didn't need to move into assisted living or nursing homes. With the pandemic being ever so present in these times, it is amazing to see so many seniors able to age in place without having to put more worries on their plate.

Providing Opportunities

## Head Start and Our Future



Head Start has changed the future for many children, including myself. I was four years old when my mom was introduced to Head Start. I was the youngest of five kids raised by my two loving parents. Without this program, I would have fallen behind. Instead, I started the journey to social development, forming a strong personality and a solid education. As a result, my husband Paul and I enrolled our twin boys, Domonic and Brock, into a Head Start partnership class in Isanti County.

Domonic and Brock were born early at 32 weeks and from the first day, I knew I would want them to participate in the Head Start Program. With the help of ECFE, which Domonic was in for his physical development, we were able to find a Head Start Program in our town.

Just like my Head Start class years before, their class gave them social development skills to interact with others in a classroom, out on the playground and with their families. As a result of Head Start, they participated in classroom experiences and they learned to talk and interact with their peers. They are twins, but they are very different. We witnessed their individual personalities develop. The parenting portion of Head Start helped us understand their personalities. We learned “why they have the temperament they do”. These experiences helped us have a solid understanding of our role as parents and in Head Start.

Head Start not only gives the students a solid education, but the skills to guide them through that journey. For instance, I still think of the time while we were enrolled in Head Start and we hunted for the gingerbread man. I feel that Head Start helped support my role as a parent and helped my children be ready for Kindergarten.

My years with Head Start brought me the opportunity to participate in the Policy Council. I was a parent representative for my group in Isanti County while my twins were enrolled. As they went on to Kindergarten, I had the privilege of continuing as a community representative and had a role as an Affiliate in the Minnesota Head Start Association. I believe that my participation in Head Start, as a child and as a parent, was a factor in my decision to go into law enforcement and pursue further education, graduating with a Masters Degree in Criminal Justice. Things happen for a reason. As Domonic and Brock create buildings out of blocks, or play doctor and professor, I wonder what path they’ll strive for in their future. At the age of four, they articulated to me what immigration is all about, they may be a doctor, teacher or an engineer. I believe that whatever they choose, Head Start is the building blocks and foundation to their future. It sure was for mine.

Now at the age of seven, Domonic and Brock are involved in Boy Scouts. I believe that if it was not for Head Start, they would have fallen behind. Head Start gave them a way to navigate through this new world. We would like to thank all the teachers and staff. We will miss you all when we move to Arizona; I hope to be involved in a Head Start Program there somehow.

Submitted by: Victoria Bird

## Reaching a Goal of Buying our Home



My family has finally achieved our goal of buying our first house this spring on March 12<sup>th</sup>, 2021. This has been a goal that we have been working towards for the past two years. Head Start has played a role in our achievement of this goal, not only as an employee, but also as a Head Start parent. When our Home Visitor started working with our family, she asked us “what do you want to achieve and how can I help you complete it?” She worked hard to help us break down the steps toward our goal. We first started by setting small, realistic goals like paying down credit cards and some other debt we had from over the years. When we completed this goal, she helped us set the next goal of saving money and finding resources to assist us in our pursuit to rebuilding our credit. She was with us each step of the way, helping us break our goal into small, achievable steps. Head Start and our Home Visitor helped us meet our goal that we’ve always wanted,

but never thought possible. Having someone support us and cheer us on toward our victories, we are finally able to give our kids a home of their own.

Submitted by: The Kasey’s

## Persistence Paid Off

When Abraham first enrolled to work with the Supplemental Nutrition Assistance Program (SNAP) Employment and Training program, he expressed feeling beaten down. He felt he would never find a job with his criminal background, and didn’t know where to turn. Living with mental health challenges, and not able to find work further impacted Abraham’s well-being. His employment counselor urged him to continue working with his ARMHS worker, with whom he had a trusting and supportive relationship.

Abraham and his employment counselor began to break down his work history, evaluate his skills and look into his criminal background to assess best approaches to his job search. They also discussed and practiced interview skills and the approach to how he should share his background with potential employers. Abraham acknowledged and applied a handful of the ideas he learned when working with his employment counselor.

Soon, Abraham notified his employment counselor that he was working full-time. It was easy to hear the pride and excitement in his voice as he shared details about his new job. Abraham continued to touch base over the next several weeks and shared how he strived to demonstrate good work habits, like being on time and often early enough to take time to reflect on his upcoming day before starting his shift.

Abraham continues to work on getting his driver’s license back. He is able to get to work through rides with others, and lives close enough that he can bike to work as backup transportation. His goal is to continue working and earn enough money to pay toward his driver’s license fees and a vehicle.

Abraham no longer receives SNAP, stating, “I can do this on my own now.” His employment counselor shared a handful of other food resources to supplement his grocery list in case he ever needs it.

We could not be more proud of you, Abraham!

## Art Sessions at Group Respite and Head Start

Lakes and Pines is proud to have received funding from the Arts and Cultural Heritage Fund through a grant awarded by the East Central Regional Arts Council. These funds were used to bring professional artists to the virtual Group Respite sessions and Head Start centers.

The art sessions included painting, multi-media collage, cartooning, felt making, designing on fabric (T-shirts for the Head Start children and face masks for the Respite participants) making puppets and pop-up cards.



Most sessions were held virtually, as we all learned more about Zoom. In the spring, some Head Start sessions were held in person and the artists, children and staff got to get their hands dirty and be creative together.



This activity was made possible by the voters of Minnesota through a grant from the East Central Regional Arts Council thanks to a legislative appropriation from the Arts and Cultural Heritage Fund.

Additional funding from the Central Minnesota Council on Aging brought more artists to the virtual respite sessions last fall. This included different painting and felting sessions, learning flower arranging, music therapy, sculpting with clay, how to tell a funny story and musical performances.



Art instruction made the virtual sessions a bit more engaging for both ages.



## Vehicle Donation

A customer was referred to the Vehicle Donation Program almost three years ago. She was working very part-time and living in a supportive group housing unit. Her goal was to obtain full-time employment and move out on her own. Her biggest barrier was not having a vehicle to get to and from work when shifts were available. She completed all the requirements for the Vehicle Donation Program and indeed received a vehicle. She was so excited for this opportunity as she had not owned a vehicle before or had the independence it would bring. She contacted Lakes and Pines this year with an exciting update. She not only obtained full-time employment and moved into her own housing, but she had maintained her car and used it for a trade-in for a newer vehicle. She stated she never could have done this without the support and services from Lakes and Pines.

## Measuring Success

There are many different ways to measure success in our personal and professional lives. One way Lakes and Pines measures this success is through the stories and thank you letters we receive when a household avoids having to make hard choices about what necessary things they will have to go without for survival because there just isn't enough money. Through phone calls, surveys, thank you cards, letters, emails, in person, etc. Lakes and Pines has found that what we do really matters to the families who call on us. The grants awarded to households help people stay in their homes, allows them to buy the medications they need and put food on the table, or simply buy essential personal items needed in the home. In addition to these things, programs like Energy Assistance and Weatherization also allow households to receive help to stay warm during our cold Minnesota winters. The average cost of a furnace replacement is approximately \$5,000 and without the programs administered by Lakes and Pines, it would not be possible for many individuals with a failing furnace to have a new one installed. Every time a furnace is repaired or replaced, or funds are granted to avoid a disconnection of utility service or fill an empty propane tank, we are successfully assisting people in our communities be more self-sufficient.

Each year Lakes and Pines receives many "Thank You" cards and phone calls expressing gratitude for the programs that we deliver to households. Staff appreciate the time that individuals take to send a quick note of gratitude. Here are just a few:

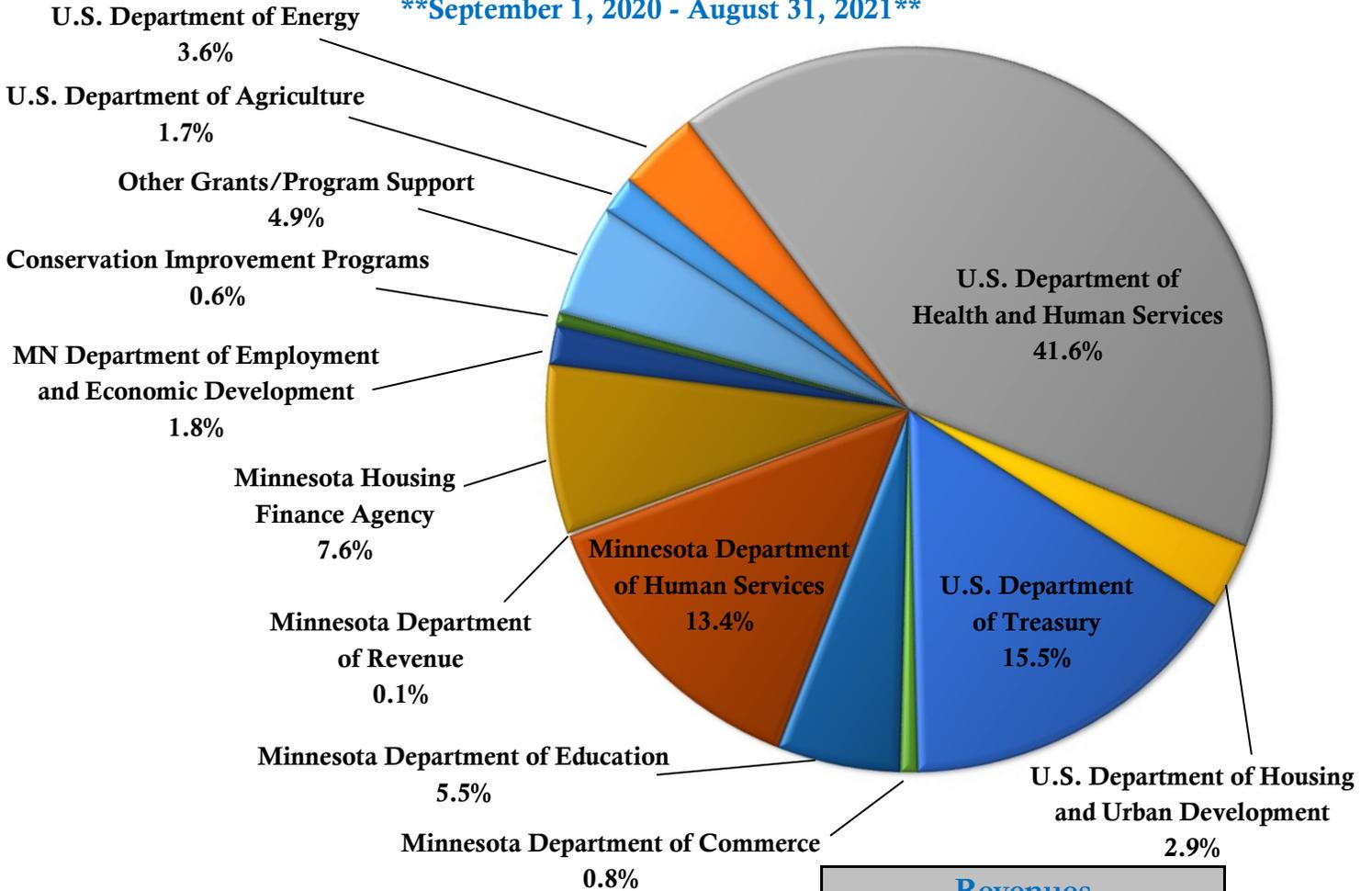
- If there were more people like you in the world....There'd be more smiles like mine!
- Thank you so much for all you do! It is very appreciated.
- Thank you for all the good stuff you do! I am talking about my electric bill. I think of you and thank you when I use it.
- To everyone at Lakes and Pines, Thank you so much for all the help you have given us. I do not know what we would have done without your help. Thank you from the bottom of our hearts!
- I am thankful for the programs that help low income people. I appreciate you all helping those of us that need your assistance. Bless you.
- If it wasn't for Lakes and Pines, I would never be able to continue living in my home. Thanks to this program, I can.

## Taxpayer Assistance

A taxpayer called Lakes and Pines requesting her property taxes to be completed by the volunteer tax preparation program. During the conversation, she mentioned that her father had passed away during the year and she was frustrated with the amount of money she had to pay a tax professional to prepare his very simple taxes; he only had social security and one retirement account with a minimal monthly payment. She found it odd that even though her father paid rent for the last two years the tax professional did not file for a Renter's Refund and told her he would not have paid enough and would not qualify when she questioned it. His income and Certificate of Rent Paid forms were requested and Lakes and Pines Volunteer Income Tax Assistance program completed and filed his property tax returns which brought the family over \$1,100 to go towards the father's final bills. The family was very thankful for our services.

# Financial Statement

**\*\*September 1, 2020 - August 31, 2021\*\***



<b>Sources of Revenue</b>	
U.S. Department of Agriculture	\$197,095
U.S. Department of Energy	\$429,421
U.S. Department of Health and Human Services	\$4,903,463
U.S. Department of Housing and Urban Development	\$347,205
U.S. Department of Treasury	\$1,836,024
Minnesota Department of Commerce	\$91,089
Minnesota Department of Education	\$647,062
Minnesota Department of Human Services	\$1,581,993
Minnesota Department of Revenue	\$15,078
Minnesota Housing Finance Agency	\$892,121
MN Department of Employment and Economic Development	\$208,799
Local Utility Companies: Conservation Improvement	\$67,568
Other Grants/Program Support	\$582,424
<b>Total</b>	<b>\$11,799,342</b>

<b>Revenues</b>	
Federal Grants	\$7,713,209
State Grants	\$3,599,285
Local Grants	\$486,848
<b>Total Revenues</b>	<b>\$11,799,342</b>

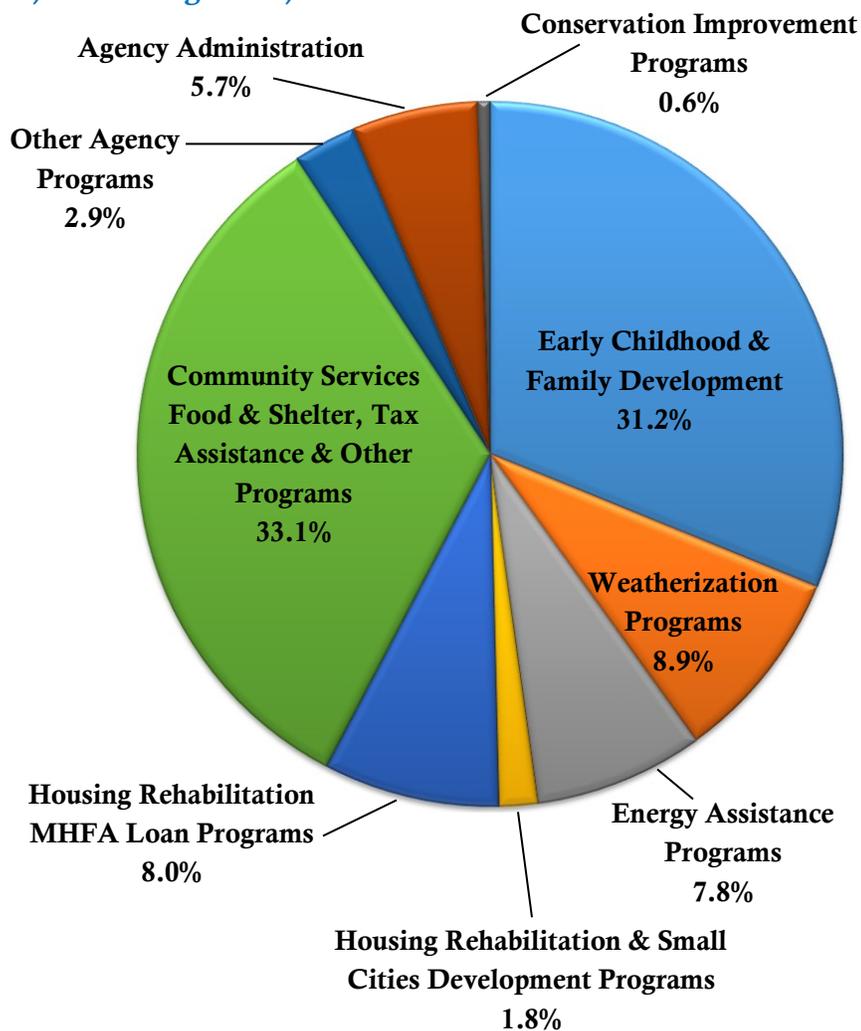
<b>Expenses by Category</b>	
Wages & Benefits - Direct Client Services	\$3,508,086
Wages & Benefits - Indirect Client Services	\$2,756,353
Professional & Contractual Services	\$381,520
Vehicle Expense & Travel	\$173,166
Training	\$71,436
Supplies & Copy Costs	\$300,495
Rent, Insurance, Utilities & Maintenance	\$364,191
Communication, Dues, Advertising	\$263,786
Direct Client Support	\$3,980,309
<b>Total Expenses by Category</b>	<b>\$11,799,342</b>

Providing Opportunities

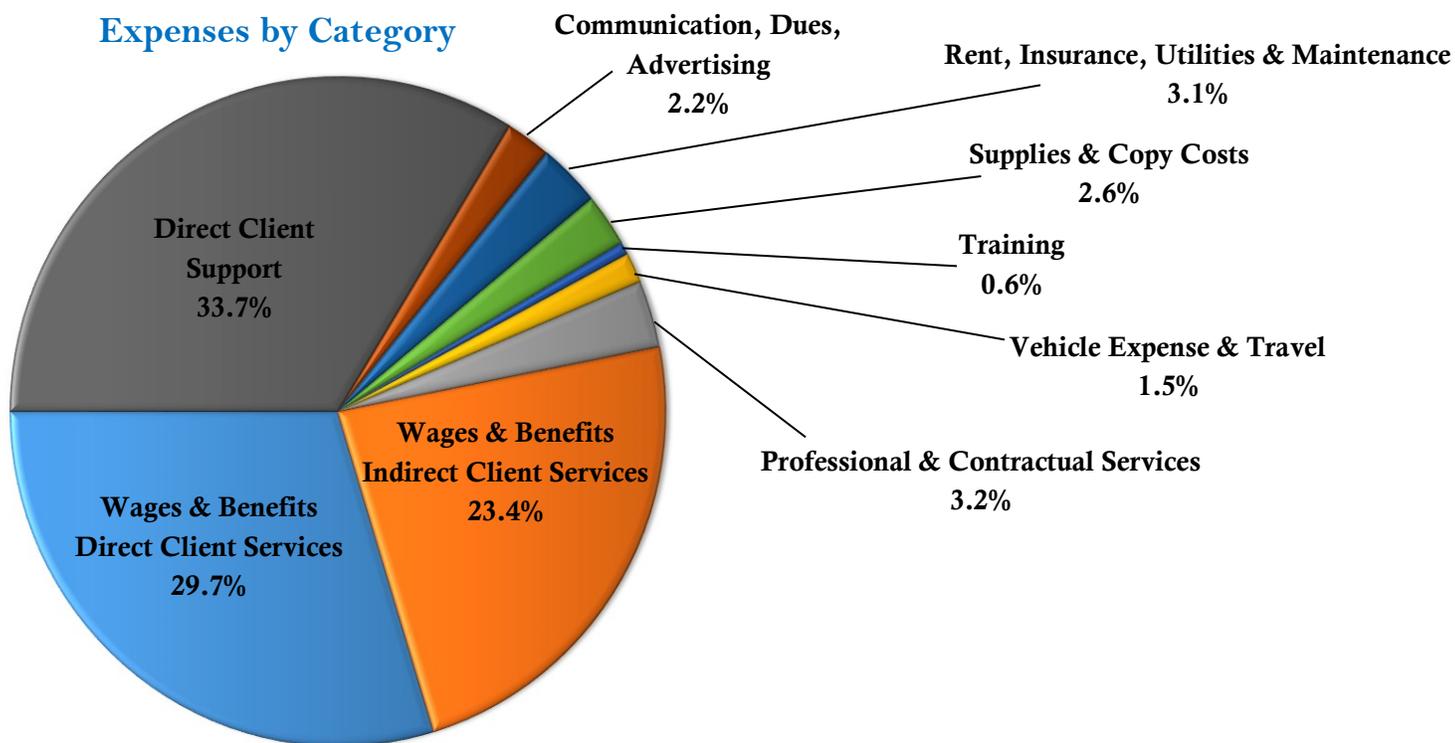
# Financial Statement

**\*\*September 1, 2020 - August 31, 2021\*\***

<b>Expenses by Function</b>	
Early Childhood & Family Development	\$3,675,682
Weatherization Programs	\$1,053,071
Energy Assistance Programs	\$917,511
Housing Rehabilitation & Small Cities Development Programs	\$208,799
Housing Rehabilitation/MHFA Loan Programs	\$950,328
Community Services Food and Shelter Programs, Tax Assistance & Other Programs	\$3,907,083
Other Agency Programs	\$341,835
Agency Administration	\$677,465
Conservation Improvement Programs	\$67,568
<b>Total Expenses by Function</b>	<b>\$11,799,342</b>



## Expenses by Category



Providing Opportunities

## Funding Agencies and Programs

- U.S. Department of Agriculture:** Child and Adult Care Food Program; Supplemental Nutrition Assistance Program Outreach and Employment and Training Programs
- 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; Senior Respite Services (Title III)
- U.S. Department of Housing & Urban Development:** Transitional Housing Program; Rapid Re-Housing Program; Rapid Re-Housing for individuals experiencing Domestic Violence
- U.S. Department of Treasury:** Volunteer Income Tax Assistance Program; COVID Emergency Rental Assistance; COVID Housing Assistance Program; Isanti County CARES Act; Pine County CARES Act; Head Start Summer Preschool
- 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, Childcare Expansion
- Minnesota Department of Human Services:** Minnesota Community Action Grant; Aitkin County Family Resource Specialist; Emergency Services Program; Housing Support (Group Residential Housing); Homeless Youth Act; Housing with Support for Adults with Serious Mental Illness; Live Well at Home Chore and Delivery; Live Well at Home Senior Home Modification; Live Well at Home Senior Homelessness; Minnesota COVID Food Fund; MNsure Application Assistance Program; Social Security Disability Income Outreach and Advocacy; Transitional Housing Program
- Minnesota Department of Revenue:** Tax Assistance Grant
- Minnesota Housing Finance Agency:** Rehabilitation Loan Programs; Family Homeless Prevention and Assistance Program
- Other Grants/Program Support:**
- Central Minnesota Council on Aging:* Respite Program Support
  - Chisago County Health & Human Services:* Family Resource Specialist
  - Consumer Federation of America:* Minnesota Asset Building Coalition Financial Fitness Workshops
  - East Central Regional Arts Council:* Senior Respite and Head Start Program Support
  - Hearth Connection:* Central Long-term Housing
  - Local Energy Providers:* Conservation Improvement Program
  - Mille Lacs Corporate Ventures:* Long-term Homelessness Supportive Services
  - Pine County Health & Human Services:* Family Resource Specialist
  - St. Croix Valley Foundation:* COVID Supplies and Support; Respite Program Support
  - Private Donations:* Chisago County CARES; COVID Supplies and Assistance; Emergency Services; Power Action Leadership; Reach Out for Warmth; Transportation Program; ECE Caring Members; Whole Family