

2018 ANNUAL REPORT



7,068 individuals
3,862 families
2,650 seniors
2,107 children
SERVED

42,287 information
and referral
calls

"I think what you are doing now is really great. I don't feel like I'm humiliated just because I needed help. I have been treated with respect."

-2018 Program participant

We work to eliminate the causes and circumstances of poverty by investing in individuals and families with lower incomes. Through dedicated staff and community partnerships we provide services, resources, education and advocacy to improve the quality of life for all residents of Kent County.



101 homes weatherized to help families with low-income conserve energy, save money, and live in healthier, safer homes.

Investment: \$476,411 in labor and materials ROI: \$1,281,546*

*Each dollar of Department of Energy investment in weatherization returns \$2.69 in energy and non-energy-related benefits. Source: weatherize.org



4,264 individuals received free tax preparation assistance.

Result: \$4,893,057 in tax refunds and credits



15,271 rides provided to seniors and/or disabled persons to medical, dental, and recreational destinations in support of independent living.



1,616 utility payments made to prevent shut offs of gas, electricity, or water.

Investment: \$755,997 for an average of \$468 per utility bill



932,013 pounds of food distributed to low-income households.

Value: \$1,335,254



14,714 boxes of nutritious food distributed to 2,073 seniors.

Value: \$297,811 at \$20.24/box

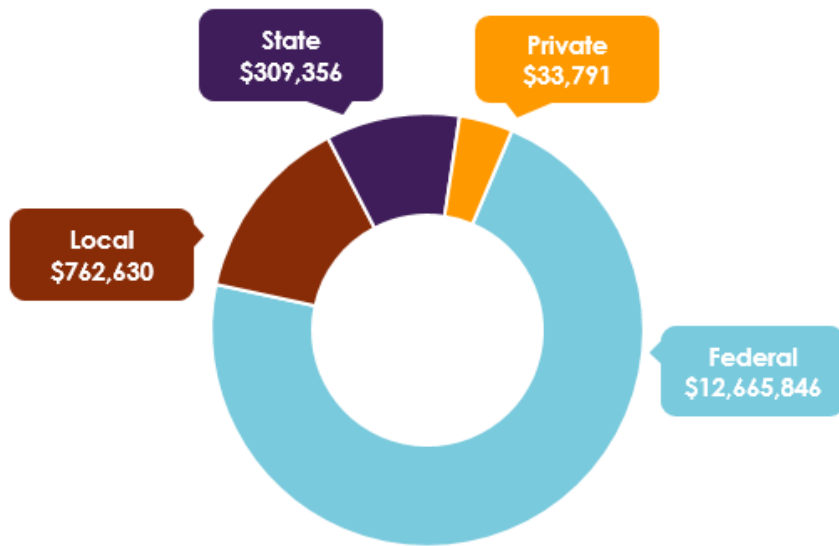


18,492 Latin-American inspired meals served to seniors, ensuring that seniors receive a nutritious meal in their home or in a group setting.



501 individuals and families housed on average each month in safe, affordable housing of their choice.

FUNDING ALLOCATIONS



COORDINATED EFFORTS & RESOURCES

53,620
volunteer hours

221 PARTNER
organizations

1,578
staff training hours

98% of customers believe that KCCA helps to improve the condition in which persons with low-income live.

2018 HIGHLIGHTS

ACSET CAA became a department within Kent County on October 1, 2017, officially becoming Kent County Community Action (KCCA). This braiding of services, location, resources, and leadership has provided enhanced services to our community.

KCCA formed an official internal partnership with the Kent County Sheriff's Department and Juvenile Detention to help distribute food to residents in need in our community. Individuals in the Inmate Trustee Program assist in packing monthly boxes of healthy foods to supplement the diets of senior citizens with low income. Assistance with carrying 50-60 lb. boxes of food and escorting recipients to their car is provided by youth in residential Juvenile Detention every quarter.

121 Franklin Street SE • Suite 110 • Grand Rapids, MI 49507 • Phone : (616) 632-7950 • Fax : (616) 632-7955

www.accesskent.com/Departments/CommunityAction