

*Lakes and Pines CAC, Inc.*  
*Annual Report*  
*2011—2012*

*“Changing Lives, Building Communities”*



*Mission:*

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

*47 Years Partnering to End Poverty*

*Serving: Aitkin, Carlton, Chisago, Isanti, Kanabec, Mille Lacs & 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*

## *Message from the Board Chair*

*Dear Lakes and Pines supporters,*

*This year's theme "Building Lives, Changing Communities" seems appropriate for the work that the staff and volunteers have completed during these past twelve months. Despite decreasing governmental resources, a troubled economy, and environmental and community challenges we have been able to continue to support low income families through high quality early childhood programs, energy assistance, tax assistance, housing resources, and many other resources necessary to sustain self-sufficiency.*

*We have begun a process to look strategically on a way this organization can continue to serve the region's low income community in the future years. The Community Action Partnership identified some opportunities for Community Action Programs in their recent special report "Facing a New Reality: Preparing Poor America for Harder Times Ahead" that could help inform how Lakes and Pines Community Action Council begins to look forward to its continuing role in this region. These opportunities include shifting our mission from elimination of poverty to helping create new forms of asset building in a contracting economy, supporting microenterprise development, looking at ways to reduce dependency on money and traditional jobs by building self-reliance skills and economic exchanges, providing tangible supports for backyard and community gardens, collaborate in building creative resources for transportation needs, and creating centers of resource talents to help meet community housing needs.*

*I encourage you to read the report at [www.communityactionpartnership.com](http://www.communityactionpartnership.com) and engage in the conversation. I know Bob, his staff, and all the Board would welcome your participation. It has been a continued privilege to serve as the Chairperson for the Board of Directors of Lakes and Pines Community Action Council, Inc., and I thank my fellow Board members, our Executive Director, and all the staff for their work over the past year.*

*Liz Dodge*

*Board Chairperson*

## *Board of Directors Officers*



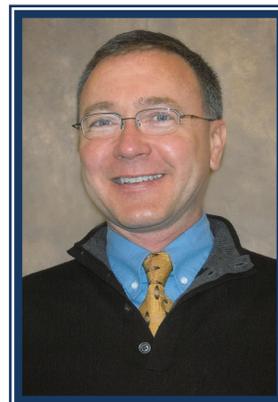
*Elizabeth Dodge  
Chairperson*



*Wayne Boettcher  
First Vice Chairperson*



*Dan Whitcomb  
Second Vice Chairperson*



*Scott TenNapel  
Treasurer*



*Lilly Turner  
Secretary*

*A big Thank You to Lisa Timm at Expressions Portrait Design for providing Board Member photographs.*

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## ***Lakes and Pines Board of Directors***

*Donald Niemi, Aitkin County Commissioner*  
*Ted Pihlman, Carlton County Commissioner*  
*Mike Robinson, Chisago County Commissioner\*\*†*  
*Alan Duff, Isanti County Commissioner †*  
*Gene Anderson, Kanabec County Commissioner\*\**  
*Dan Whitcomb, Mille Lacs County Commissioner*  
*Mitch Pangerl, Pine County Commissioner*

*Lilly Turner, Aitkin County Area Served\*\*†*  
*Pauline Strand, Carlton County Area Served*  
*Joy Erickson, Chisago County Area Served*  
*Jeri Hirsch, Isanti County Area Served\*\**  
*Liane Heupel, Kanabec County Area Served\*\*†*  
*Duane Droge, Mille Lacs County Area Served*  
*Roberta Folkestad, Pine County Area Served*

*Mary Oja, Carlton County Council on Aging*  
*Elizabeth Dodge, Area Social Services Directors\*\*†*  
*Steven Walbridge, Area Lion's Clubs*  
*Kathy Krenik-Minkler, Area Public Health Directors †*  
*Wayne Boettcher, Farmers Union Groups\*\*†*  
*Scott TenNapel, Mental Health Services\*\**  
*Wendy Walburg, Head Start Policy Council\**

\*\* Executive/Personnel Committee Member

† Planning and Evaluation Committee

\* Labor Negotiation Representative

### ***2012 Award Recipients***

***Volunteer of the Year:*** *Sandy Lundquist*  
***Allies in Action:*** *Tim Dahlberg & Julie McCarthy*  
***Spirit of Community:*** *Soup for the Soul*  
***Roger E. Corbin (Staff):*** *Julie Kecher-Wiener*

## **Legislative Membership**

### *Lakes and Pines Seven-County Service Area*

#### **US Senate**

*Amy Klobuchar (DFL)*

*Al Franken (DFL)*

#### **US Congress**

*District 8: Chip Cravaack (R)*

#### **Governor**

*Mark Dayton (DFL)*

#### **Lieutenant Governor**

*Yvonne Prettner Solon (DFL)*

#### **State Representatives**

*District 3B: Carolyn McElfatrick (R)*

*District 6B: Mary Murphy (DFL)*

*District 8A: Bill Hilty (DFL)*

*District 8B: Roger Crawford (R)*

*District 16A: Sondra Erickson (R)*

*District 17A: Kurt Daudt (R)*

*District 17B: Bob Barrett (R)*

#### **State Senators**

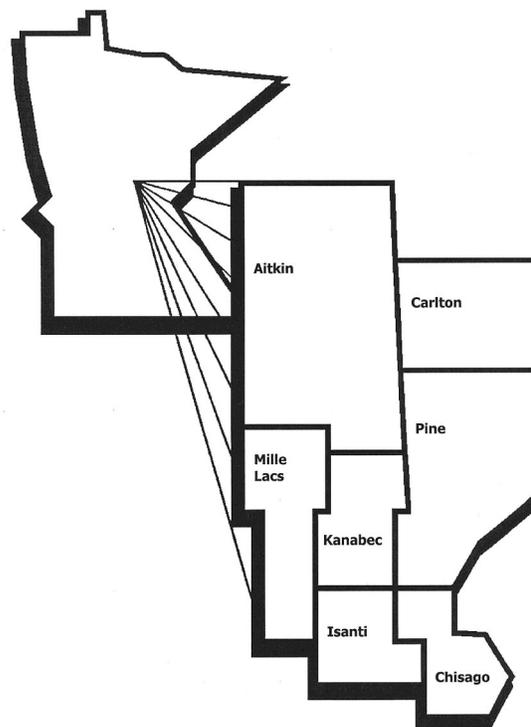
*District 3: Tom Saxhaug (DFL)*

*District 6: Tom Bakk (DFL)*

*District 8: Tony Lourey (DFL)*

*District 16: David Brown (R)*

*District 17: Sean Nienow (R)*



*Lakes and Pines appreciates the partnership of Legislators in working toward prosperity for all East Central Minnesota residents.*

## *Family Homelessness Prevention and Assistance Program (FHPAP) Committee*

*The Family Homelessness Prevention & Assistance Program has an Advisory Committee that meets monthly to determine the current trends and needs of the area in regards to housing and homelessness. The Committee consists of staff from each County Health & Human Service Department, Domestic Violence, Veteran's Service, Mental Health and Chemical Health service providers, area landlords and housing providers from the entire seven county area.*

<b><i>Committee Members</i></b>	
<b><i>Name</i></b>	<b><i>Agency</i></b>
<i>Jane Arnold</i>	<i>Aitkin County HHS</i>
<i>Patty Beech</i>	<i>NE Continuum of Care</i>
<i>Dawn Besemann</i>	<i>Lakes and Pines CAC, Inc.</i>
<i>Vicki Farden</i>	<i>MN Housing Finance Agency</i>
<i>Scott Grother</i>	<i>MN Assistance Council for Veterans, Little Falls</i>
<i>Sherry Janousek</i>	<i>Perennial Management LLC</i>
<i>Jennifer Kalis</i>	<i>Rum River Health Services</i>
<i>Scarlet LaValle</i>	<i>Chisago County HHS</i>
<i>Shirley Lewison</i>	<i>Area Landlord</i>
<i>Jon Livingston</i>	<i>MN Assistance Council for Veterans -Duluth</i>
<i>AG Lynch</i>	<i>Central MN Housing Partnership</i>
<i>Michelle Morgan</i>	<i>Pine County Human Services</i>
<i>Jennifer Peil</i>	<i>Kanabec County Human Services</i>
<i>Lowell Sedlacek</i>	<i>Kanabec County Veterans Service Officer</i>
<i>Dianne Stone</i>	<i>Retired Housing Professional</i>
<i>Theresa Swanson</i>	<i>Carlton County Human Services</i>
<i>Mary Ann Westlund</i>	<i>New Pathways</i>
<i>Roseann Wiltsey</i>	<i>Mille Lacs County Family Services</i>
<i>Monica Zachau</i>	<i>Rise Inc.</i>



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## ***Head Start Policy Council Representatives***

*The Head Start Policy Council provides parents and other community representatives with the authority and opportunity to participate in decision-making concerning program design and implementation. Parents are elected by their local parent groups to represent their “socialization site or center site” on Policy Council. Policy Council has many responsibilities including, but not limited to:*

- Evaluate the Head Start Program and make recommendations for improvement;*
- Develop and approve budget proposals;*
- Develop and approve grant proposals;*
- Provide input on state legislation affecting Head Start;*
- Bring comments/concerns from their parent group to Policy Council;*
- Report back to their parent group the happenings in the Program; and*
- Participate in sub-committees of the Policy Council.*

*It is important for the Policy Council Representative to attend parent meetings to give a report to the group. They are an important connection for families in their area. If the representative is not able to attend the Policy Council meeting, he/she should contact their alternate.*

### **2012 Representatives:**

*Kim Berglund*

*Angela Eckerman*

*Amanda Lindee*

*Kari Brasch*

*Heather Hanson*

*Chris Theodore*

*Sheila Buell*

*Amanda Hill*

*Wendy Walburg*

*Anne Carnes*

*Jessica Karas*

*Jessica Clennon*

*Jolene Lauderbaugh*

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## ***Staff Recognition***

### ***Congratulations and Thank You for 25 Years of dedication to Lakes and Pines’ Mission!***

*~ Pam Covington, Early Childhood & Family Development Department, Early Childhood Development and Health Services Manager*

*~ Amy Roe, Early Childhood & Family Development Department, Lead Home Visitor*

*~ Renee Swanson, Early Childhood & Family Development Department, Home Visitor*



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## ***Early Childhood & Family Development Department***

*Becky Hanson, Department Director*

*The Early Childhood & Family Development Department's purpose is to comprehensively serve families and young children in a holistic manner with an emphasis on parent involvement and child development.*

*The Head Start Program served 549 children during the 2011-2012 Program Year. Each family has successes and has overcome barriers on their path of self-reliance. However, one little girl in particular received much needed dental care that will have lasting effects. Madysen is two years old and lives in Hinckley, MN. She has been enrolled in the Head Start Program since March, 2011 in the Home-Based Option. Once Head Start became involved, it became obvious that one barrier to the child's development and learning was her extensive dental needs. The Home Visitor, Renee, noticed the child's teeth were yellow, rotten, and cracked. The child had never been to a dentist. Renee and the Family Advocate, Anita, assisted the family in finding a dentist and guided the parent through the process. The family has dental insurance, but the cost of the treatment would far exceed the allowable benefit amount from their dental insurance. Head Start was able to assist with the payment of the treatment. Because of this team effort between Head Start, the family, and the dental office, this child received the needed dental treatment (some teeth capped and some teeth pulled) so the child is no longer in pain and can focus on what is most important, playing, learning, and developing! At the Home Visit after the surgery, Madysen, toothless but very happy, smiled at Renee. Renee asked Madysen if she felt better without her teeth hurting and she nodded a lot (she does not talk yet). Mom then added, "Oh yeah, she is a lot better!" (See picture)*

*A healthy child is a child ready to learn. Many Head Start children are in need of dental exams, as lack of access, lack of transportation, and other barriers prevent children from getting preventative dental exams. The Head Start Program has identified this area of concern and has teamed up with pediatric dentists who have volunteered their time to give Head Start children and their families free dental exams. Throughout the past year, the Head Start Program has conducted seven dental days throughout the service area with over 70 children receiving preventative dental exams. The Department also secured a local grant from ECM Publishers to assist with transportation to and from medical and dental appointments. This project will begin in September, 2012.*

*Staff training and development is a strong focus of the department. The Head Start Program supports staff who work towards earning post secondary certifications and/or degrees in applicable fields by providing partial tuition reimbursement. During the 2011-2012 Program Year, three staff took advantage of this benefit. The Department also supports staff's ongoing professional development by providing high quality trainings to all staff. During the 2011-2012 Program Year, staff received training in the areas of: Defensive Driving, Emotional Intelligence, Reflective Practice, Child Observation and Assessment, Mandated Reporting, Pediatric and Child First Aid and CPR, Parenting with Love and Logic, Time Management and Organization, and Financial Literacy.*

*Three dedicated staff are recognized as devoting 25 years to Community Action through the Head Start Program. Congratulations to Renee Swanson, Amy Roe, and Pam Covington on this significant achievement!*

*The Department continually seeks out opportunities to expand access to and quality services for children and families throughout the service area. The Department secured two grants from the Greater Twin Cities United Way. Building Blocks for Success Program provides comprehensive, early childhood programming within licensed child care partnership sites to preschool-aged children with the goal of increasing the number of children fully prepared for school. This is accomplished with direct involvement from the parents and involves addressing the "whole child" (i.e. health, nutrition, literacy, education, disabilities, social service). This program tracks outcomes which assesses parents' knowledge of school readiness goals, parenting skills that enhance school readiness skills, the child's developmental milestones, and access to follow up with community resources.*

*The Bright Beginnings Program allows the Department to expand home-based services for infants, toddlers, and their families. The goal of this Program is also to increase the number of children fully prepared for school but through targeted home visiting for children who are at significant risk for poor health, social, emotional, and cognitive outcomes. Both programs are available in Chisago and Isanti counties.*

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## *Early Childhood & Family Development Department*

*Becky Hanson, Department Director*

*One major focus of this past year has been interacting in a process involving staff, parents, and the community to develop, track, and assess school readiness goals. Based on the data, goals were set in the area that showed the most opportunity for growth. Follow up from the goals showed remarkable progress in that area. Comparison of the data from the beginning of the school year to the end of the school year show that the Head Start children are reaching the skill and knowledge level of other kindergartners who do not have barriers such as with lower income children. They are making progress towards their learning and development. For a complete report on the achievement of school readiness goals by Head Start children, please visit [www.lakesandpines.org](http://www.lakesandpines.org).*

*During the 2011-2012 Program Year, the Department operated a number of programs. The Head Start Program has many options serving a variety of ages of children to meet families' needs. The options available are Home-Based for children ages 3-5, Home-Based for children ages 0-3, Center-Based for children ages 3-5, Family Child Care for children ages 3-5, Homeless Services for children ages 0-5, and Informal Child Care for children ages 3-5. The Department also operates two programs in Chisago and Isanti counties funded by the Greater Twin Cities United Way, Building Blocks for Success Program for children ages 3-5 and Bright Beginnings for children ages 0-3.*

*For more information about Head Start's activities and accomplishments, please view the Lakes and Pines' Head Start's Annual Report on the website at [www.lakesandpines.org](http://www.lakesandpines.org). You may also request a copy by contacting Becky Hanson at (320) 679-1800 ext. 138.*



*Left: A very happy and pain free Madysen after receiving needed dental treatment.*

*Right: Head Start child receiving a dental exam by volunteer dentist; March 2012*



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## ***Energy-Housing Department***

*Richard Fuchs, Department Director*

*The Energy-Housing Department works to build prosperous communities by improving conditions of homes and also easing the financial demands a home can impose.*

*Energy Assistance helps keep people warm by providing funds to pay part of a winter's heating costs. It also can help homeowners repair or replace their furnace. Households on fixed or limited budgets find it impossible to access enough money to pay to replace a furnace with a cracked heat exchanger and may continue to use it because they need to stay warm. When a household faces a disconnection of service or needs a fuel delivery, Crisis Benefits can assist to keep heat on.*

*The Weatherization Program promotes self-sufficiency by reducing the cost of heating a home and its electric usage, while testing to ensure there are no health concerns related to heating systems. The community also benefits, because it reduces the over use of energy sources, which keeps costs down for everyone.*

*Small Cities Development Programs help sustain the quality of life in communities. They can help revitalize businesses that are in need of costly repairs using a combination of owner and program funds. Owner occupied rehabilitation loans improve housing conditions for families who might otherwise just patch the succession of failing house systems. The public facilities portion enables communities to afford water and wastewater infrastructures.*

*Department Programs offered: Energy Assistance Programs (electricity, gas and propane), Weatherization, Conservation Improvement Programs, Minnesota Housing Finance Agency (MHFA) Rehabilitation Loan Program, and Small Cities Development Programs*



*Lakes and Pines Energy-Housing Staff working hard to weatherize homes.*

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## ***Energy-Housing Department***

*Richard Fuchs, Department Director*

### ***Success Story #1***

*A single father with two children, one five and the other six, was very happy to receive Energy Assistance in the amount of \$370. He called Lakes and Pines one day when his furnace quit working because he knew he could not afford to repair it, as he was on a very limited income due to serious medical problems.*

*A furnace contractor examined the extremely old furnace and found that repair parts were no longer available. The Energy Related Repair Program was able to provide bid specifications and awarded the bid to a local contractor to install a new furnace. This removed a huge financial burden from this very grateful person.*

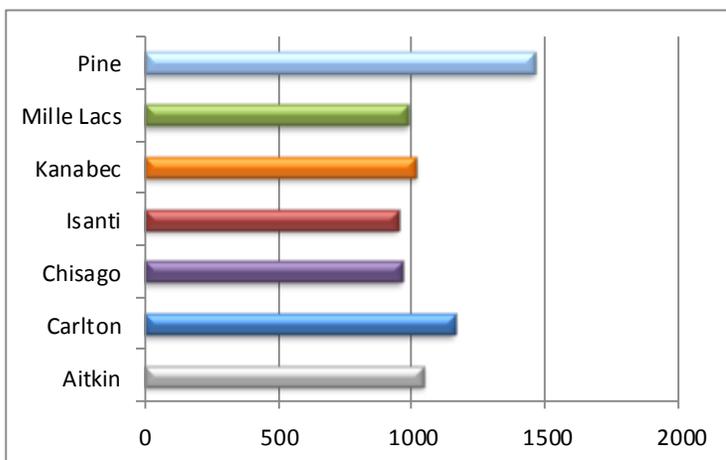
### ***Success Story #2***

*The recession hit a young family of five hard, since the main income for the family was a construction related job and work was slow. With help from Energy Assistance and the Weatherization program, the family was managing to get by. The couple purchased an old farmhouse in 2004 during the housing boom. The home they had purchased needed many repairs and the bank would not loan them any additional money to complete the repairs. The main thing that they were very concerned about was the wasps that they had observed entering the walls through holes in the siding; the father was allergic to bee stings. They contacted the housing programs because of a referral from a local contractor who had worked with Lakes and Pines on other housing projects.*

*Lakes & Pines was able to help them replace windows, soffit and fascia, siding and upgrade the home's electrical system. The home was also tested for lead paint which required the contractor to use lead safe work practices. Controlling lead dust during construction helped protect the three young children from the serious effects of ingesting lead. As a result of these programs, the family became more self-reliant and they have recently begun upgrading the interior of the home to make it look as good as the exterior.*

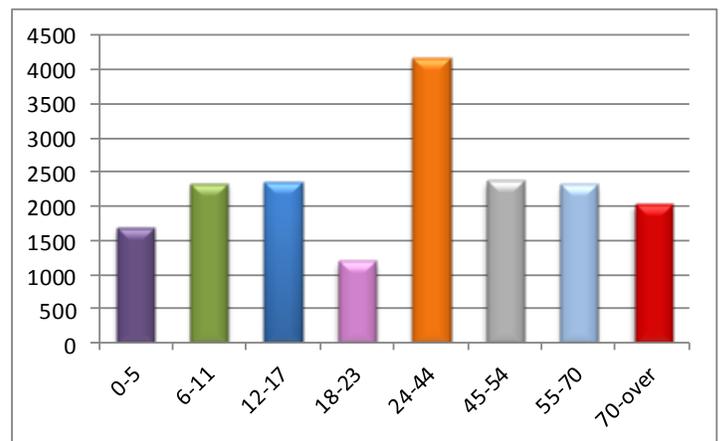
## **Energy Assistance Program Households**

*Number of Households Served by County*



***Percent of disabled individuals served by Energy Assistance: 21%***

*Energy Assistance Recipients by age*



## Community Services Department

Lezlie Sauter, Department Director/Agency Planner

The purpose of the Community Services Department is to be the catch-all for programs that do not fit into the Energy-Housing and Early Childhood & Family Development Departments and also further the goals outlined in Lakes & Pines' Community Action Plan. The Community Action Plan is based on the needs defined through the Community Needs Assessment, which is conducted typically every three years and surveys clients and community members. So overall, the Community Services Department does just what the names says, serves the community to meet its needs, specifically low-income residents that are struggling and want to become financially resilient.

The Community Services Department's primary focus is to provide resources, referrals and case management or supportive services to people that are struggling to make ends meet. The secondary focus remains to provide financial assistance, as necessary, to stabilize struggling individuals and families. Through this focus, the Community Services Department has been implementing additional programming that helps provide outreach, education and case management, rather than direct financial assistance.

This past year, the Community Services Department began a public campaign to raise awareness of how homelessness occurs in the area and what it looks like. Area rents are either maintaining their current rates or increasing. There has not been a large influx of jobs, and food and fuel prices continue to steadily increase. This formula continues to produce tough situations for area residents who struggle to make ends meet and plan for the future. A large portion of households in the area are one paycheck away from becoming homeless. The following ads were placed in area media to improve not only the public's awareness, but also to inform area residents that we have services that can help.

One more  
emergency and  
I'm homeless.

This could be anyone.  
We can help.

1700 Maple Ave E.  
Mora, MN 55051  
800.832.6082  
www.lakesandpines.org

Slept in  
my car  
last night.

We can help.

1700 Maple Ave E.  
Mora, MN 55051  
800.832.6082  
www.lakesandpines.org  
Partnering to End Poverty

The Community Services Department (CSD) hosted Tenant Education classes in May, July and August to boost area renters' knowledge of their rights as tenants. HOME Line attorneys were on site in Cambridge, Mora, Milaca, Wyoming, Pine City, Moose Lake, McGregor and Aitkin to answer questions and give a short presentation on the most common questions tenants have. This past year, one of CSD's clients had a landlord that was pursuing eviction for non-payment of rent. Through the case management provided, staff learned that rent was being paid by the tenant but the landlord was not keeping accurate records of the payments. Staff then worked with the tenant by connecting them with HOME Line. Part of the case management plan also involved teaching the client how to open a checking account so rent could be paid with a check and proof could be kept that rent was being paid. This tenant remained in her housing with no direct financial assistance from Lakes & Pines, strictly through case management and resource referrals.

The Community Services Department also hosted the 9<sup>th</sup> Annual Landlord Seminar in September to give area landlords additional tools and education on what resources are available to them and their tenants, as well as an update on what rights they have as landlords. This year, HousingLink, a non-profit organization that lists affordable housing vacancies presented on their online tool and Legal Aid gave a presentation as well.

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## ***Community Services Department***

*Lezlie Sauter, Department Director/Agency Planner*

*Lakes & Pines continued to provide free income tax preparations this past year, but expanded to offer three locations: Mora, Pine City and McGregor. This year, one of the tax clients had not filed income taxes properly since 2008 and her records showed that she owed the IRS money. It did not make sense to the volunteer preparer, based on the client's current and past income that she would owe nearly \$2,000 in back taxes. So, the volunteer prepared the client's 2008, 2009 and 2010 taxes and found that the back taxes owed were only \$176.*

*Lakes & Pines was the host site of two Financial Literacy Coaches through the Minnesota Opportunity Corps this past year. The Financial Literacy Coaches provided one on one budget counseling sessions with various Lakes & Pines program participants and also made several community connections teaching financial fitness throughout the seven county service area at Pine Technical College, Employment & Training Centers and at area employers. The two also participated in the Community Mentorship Program through the University of Minnesota Extension to deliver a "Teens and Money" class to teens in Chisago County.*



*The Community Services Department continues to make progress at building prosperous communities by helping local families and individuals obtain the knowledge and resources they need to be financially resilient, so they maintain their housing, are able to put food on the table and get to work.*

### ***Programs offered:***

*Family Homelessness Prevention & Assistance*

*Emergency Solutions Grant*

*Transitional Housing for Ex-Offenders*

*Social Security Outreach & Advocacy*

*Volunteer Income Tax Assistance*

*Family Assets & Independence in Minnesota*

*Financial Literacy*

*Transportation – Vehicle Donation Program*

*Garden Seed Program*

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## ***Administration Department***

*Robert Benes, Executive Director*

*The Executive Director's office, governed by the Board of Directors, provides management of Agency business operations, overall leadership and direction through planning and evaluation to assure that all Agency activities are consistent with the Lakes and Pines Mission. The Administration Department provides legal authority, supervises Agency contracts, enacts Agency policies, assures fiscal controls, integrity and viability, as well as fair, consistent and efficient personnel management.*

*During the last year, Lakes and Pines was able to safely navigate through the impact of the American Recovery and Reinvestment Act funding coming to a close. Although programs and clients were drastically affected by the loss of funding, the programs remain intact. The Agency was able to offer many members of the community gainful employment while the job market was very difficult, allowing them to provide for their families and gain valuable work experience for rejoining the workforce as the funding came to an end. Through these staff members, Lakes and Pines was able to offer a greater number of individuals and families services, assisting them in their pursuit of self-reliance during some very difficult economic times.*

*The Agency Administration Team has made progress through the year on the current Strategic Plan, by way of embedding Financial Fitness into Head Start and Community Services Department Programs, offering one-on-one financial counseling. A partnership with AmeriCorps allowed the Agency to expand these services. This program is imperative to the Agency mission, allowing an individualized education piece to the puzzle, providing those facing poverty with the confidence that their independence is attainable.*

*Over the next year, the Board of Directors, Executive Director's office and Administrative Team will be looking closely at how the Agency can best prepare for the future, using a Strategic Response approach to meet the Mission of the Agency and the constantly changing world of Community Action.*

## ***Fiscal Department***

*Amanda Wall, Fiscal Controller*

*The Fiscal Department is comprised of three staff members: the Fiscal Controller and two Accounting Technicians. As a team this year they successfully completed an Agency-wide audit, a worker's compensation audit, a retirement plan audit, assisted in several grant monitoring visits, updated their file retention policy, merged weekly payroll into bi-weekly payroll and changed the timing of employee insurance deductions. The last three projects, in particular, have created efficiencies in their department.*

*Throughout the audits, monitoring visits and changes that were made, they maintained an accurate account of all financial transactions for the Agency. Financial information was processed timely and reports were provided to the Board of Directors, Agency Departments, community partners, and program funding sources. A primary objective of this department is to assure management and funding sources that fiscal operations are conducted consistent with laws, regulations and policies; that resources are safeguarded against waste, loss and misuse; and reliable data is fairly disclosed in reports.*

## ***Human Resources Department***

*Leona Dressel, Department Director*

*The Human Resources Department's primary purpose is to provide support in employment, training, employee relations, salary and benefits and safety so that staff can continue efficient and effective Agency operations.*

*Over the last year, HR has participated in conducting seminars at Job Clubs throughout the seven-county service area, has acted as a resource to other Community Action Programs and local non-profits and partnered with the Senior Community Service Employment Program to employ a part-time position with the Agency's Human Resource Department.*

*The HR Department has provided support for over 120 employees during the Fiscal Year. They have implemented on-line management systems and trainings to increase productivity of staff and continued monitoring with management staff to ensure consistent application of Agency policies and practices and employment laws.*



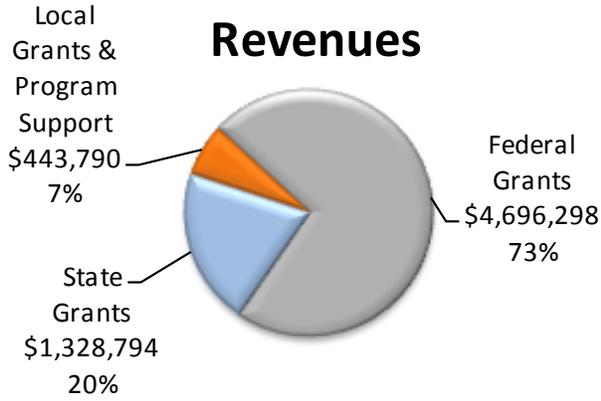
Right: Human Resources Department Director, Leona Dressel presents at Aitkin Job Club.

## ***Technology Department***

*Kelly Manley, Department Director*

*The Technology Department is responsible for maintaining, updating and directing the Agency's technology and information management systems. Due to fiscal controls, this Department provides data entry and processing of accounts payable, payroll, and personnel information, as well as data collection and specialized report creation. The Technology Department provides Agency-wide training and assistance for all aspects of computer automation, electronic communications and internet services.*

*The Technology Department strives to provide the greatest service at the lowest cost to the Agency. One large step that was taken this last year was switching several core services to Google's Apps for Non-Profits. This switch allows a greater ability for the Agency to communicate with our clients as well as lowering the operating costs of the Agency. A primary goal of the Technology Department this coming year is to continue to search for cost effective ways to increase the Agency's ability to aid our communities.*



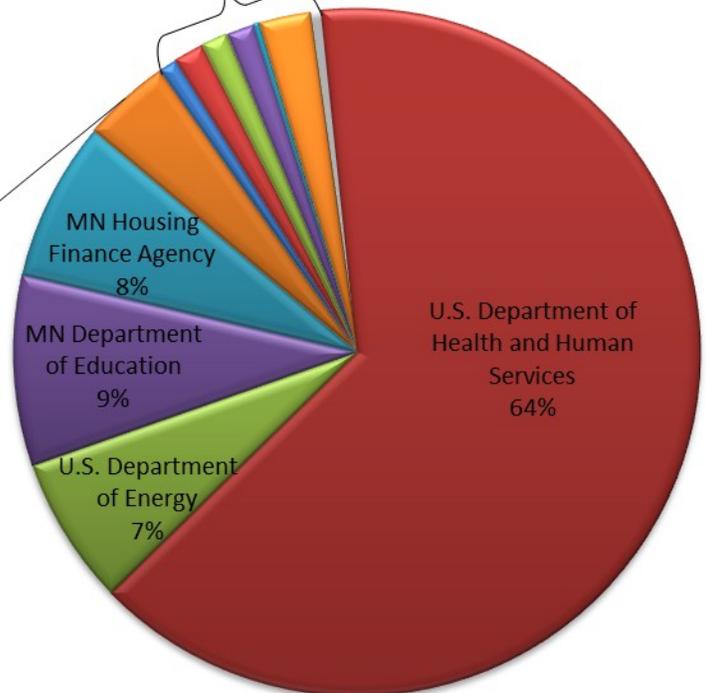
### Funding Agencies & Programs

- U.S. Department of Agriculture  
*Child Care Food Program*
- U.S. Dept. of Housing and Urban Development  
*Emergency Solutions Grant*
- U.S. Department of Homeland Security  
*Emergency Food & Shelter Program*
- U.S. Department of Energy  
*DOE ARRA*  
*DOE Weatherization*
- U.S. Department of Health and Human Services  
*Federal Head Start*  
*Energy Assistance Programs*  
*Volunteer Income Tax Assistance*  
*Reach Out for Warmth*  
*Community Services Block Grant*
- Minnesota Department of Human Services  
*MN Community Action Grant*
- Minnesota Department of Education  
*State Head Start*
- Minnesota Department of Revenue  
*Tax Assistance Grant*
- Minnesota Department of Commerce  
*Propane Program*
- MN Dept. of Employment and Econ. Development  
*Small Cities Development Programs*
- Minnesota Housing Finance Agency  
*MHFA Rehab. Loan Programs*  
*Family Homeless Prevention*
- Local Grants & Program Support  
*Rural Poverty Fund*  
*Greater Twin Cities United Way*  
*Conservation Improvement Program, etc.*

Sources of Revenue	
U.S. Department of Agriculture	\$ 15,321
U.S. Department of Energy	\$ 452,376
U.S. Department of Health and Human Services	\$ 4,163,424
U.S. Department of Homeland Security	\$ 8,939
U.S. Department of Housing and Urban Development	\$ 56,238
Minnesota Department of Commerce	\$ 18,701
Minnesota Department of Education	\$ 577,397
MN Dept. of Employment and Econ. Development	\$ 80,472
Minnesota Department of Human Services	\$ 155,250
Minnesota Department of Revenue	\$ 8,250
Minnesota Housing Finance Agency	\$ 488,724
Greater Twin Cities United Way	\$ 84,195
Conservation Improvement Programs	\$ 267,767
Local Grants & Program Support	\$ 91,828
<b>Total Sources of Revenue</b>	<b>\$6,468,882</b>

- U.S. Department of Agriculture
  - U.S. Department of Homeland Security
  - U.S. Dept. of Housing and Urban Develop.
  - Minnesota Department of Commerce
  - Minnesota Department of Human Services
  - Minnesota Department of Revenue
  - MN Dept. of Employment and Econ. Develop.
  - Greater Twin Cities United Way
  - Local Grants & Program Support
- total 8%

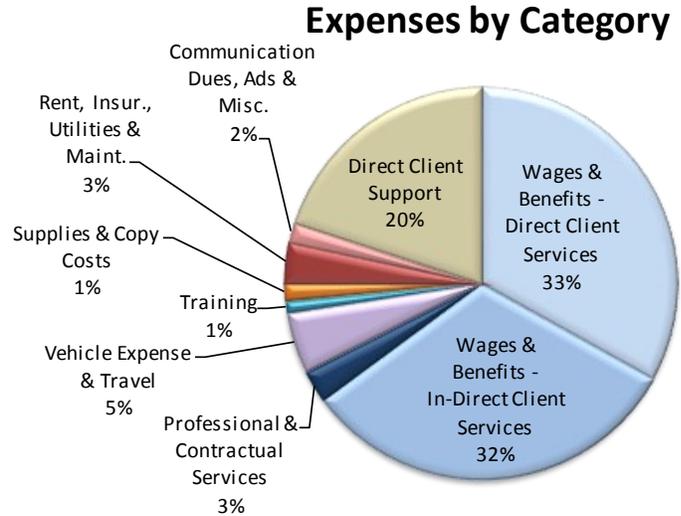
Conservation Improvement Programs  
4%



## *Financial Statement*

Lakes and Pines Community Action Council, Inc. is audited each fiscal year by independent Certified Public Accountants. The audit is conducted in accordance with U.S. generally accepted auditing standards (GAAP). The summarized data that appears on pages 14 and 15 were compiled using the preliminary financial statements for the fiscal year ending September 30, 2012. The final compilation and audit for these figures will be in December 2012. The audited financial statements for the Agency are available for public inspection on the Agency website.

<b>Expenses by Category</b>	
Wages & Benefits - Direct Client Services	\$ 2,140,403
Wages & Benefits - In-Direct Client Services	\$ 2,056,465
Professional & Contractual Services	\$ 172,978
Vehicle Expense & Travel	\$ 325,423
Training	\$ 62,552
Supplies & Copy Costs	\$ 94,832
Rent, Insur., Utilities & Maint.	\$ 213,386
Communication, Dues, Ads & Misc.	\$ 108,390
Direct Client Support	\$ 1,294,453
<b>Total Expenses by Category</b>	<b>\$ 6,468,882</b>



<b>Expenses by Function</b>	
Early Childhood & Family Development	\$ 2,931,008
Weatherization Programs	\$ 878,815
Energy Assistance Programs	\$ 1,278,600
Hsg Rehab/Small Cities Develop. Prgms	\$ 80,472
Hsg Rehab/MHFA Loan Program	\$ 95,761
Comm. Serv. Food & Shelter Prgms, Tax Assist. & Other Programs	\$ 477,593
Other Agency Programs	\$ 267,767
Agency Administration	\$ 458,866
<b>Total Expenses by Function</b>	<b>\$ 6,468,882</b>

