

Lakes and Pines CAC, Inc.

Annual Report

2014—2015

“Challenge to Change”



Mission:

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

50 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

An Equal Opportunity Employer/Contractor

In Remembrance:

Roger E. Corbin

December 1966—June 1968: Foster Grandparents Program (MN Association for Retarded Children, Inc.)—Program supervisor; June 1968—January 1978: Lakes and Pines Community Action Council, Head Start Director; January 1978—July 2005: Lakes and Pines Community Action Council, Executive Director. Roger Corbin's resume shows a clear commitment to serving others, but beyond the dates and titles, there was a man that was passionate about that service. He was a consistent advocate for low-income families.

To say that Roger left his imprint on Lakes and Pines would be an understatement. Although many of the staff that currently work at Lakes and Pines or Board Members that currently serve on the Board never had the pleasure of working directly under Roger's leadership, there is no question that they see and work every day under his influence. His legacy can be seen in the culture at Lakes and Pines: the way that Lakes and Pines' Directors lead, staff engage, business is done, community supports, individuals succeed in becoming self-sufficient; no matter where you look, you can see Roger's influence in the threads of Lakes and Pines.

It is clear from those that knew and worked with Roger that: Roger truly, deeply cared about people and he was undoubtedly dedicated to Community Action and the Mission of Lakes and Pines. Stories have been shared about how Roger would personally pay for the need of a family that couldn't be met by programs. It is not uncommon to hear of the kindness he displayed to others as well as a few untold, unmentionable, very funny stories.

During Roger's tenure at Lakes and Pines, he touched thousands of lives and the number of lives influenced by him continues to grow exponentially through the work of the Board and Staff carrying on in his absence. As a former co-worker of Roger's, now current County Commissioner and Board Member, said: "The baton has been passed on to us, let's continue the race."



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.

50 YEARS... 1 PROMISE

Lakes and Pines CAC, Inc.

James Clark
Program Director

1965-1966

Ross Jorgeson
Program Director

1966-1967

Ray Walton
Program Director

1967-1970

LaVerne Kelling
Executive Director

1970-1978

Roger Corbin
Executive Director

1978-2005

Kathy Burski
Executive Director

2005-2006

Robert Benes
Executive Director

2006-Current



Letter from the Board Chair

Each year is an opportunity to reflect on the past year and look forward to the upcoming year. This year in particular it is fitting to look back not just over the past year, but the past half century and remember the people and events that have brought us to this point in the life of Lakes and Pines.

It is with a sense of gratitude that we reflect on the leadership of former staff and Board members. Gratitude for the foundation that was laid and the structure built that enables Lakes and Pines to fulfill its important mission.

As we look forward to next year, we do so with confidence in our ability to build upon the foundation which has been built for us. Lakes and Pines has an informed and engaged Board, a skilled and dedicated staff and an experienced leadership team, all of whom are dedicated to better the lives of everyone within the community.

Gene Anderson, Board Chairperson

Executive Committee



Photos provided by: Tonya Burk

Board Officers



2015 Award Recipients

Spirit of Community:	Beth Vanderplaats
Allies in Action:	Minnesota Housing Partnership
Volunteer of the Year:	Roberta Folkestad
Roger E. Corbin (Staff):	Keith Lusk
25-Year Honorees:	Donna Kuhlmeier Luann Gutzkow

Partnering to End Poverty

Lakes and Pines Board of Directors

Donald Niemi, Aitkin County Commissioner*
Gary Peterson, Carlton County Commissioner
Mike Robinson, Chisago County Commissioner*†
Greg Anderson, Isanti County Commissioner **
Gene Anderson, Kanabec County Commissioner, Chairperson**†
Genny Reynolds, Mille Lacs County Commissioner, 2nd Vice Chair
Curt Rossow, Pine County Commissioner
Lilly Turner, Aitkin County Area Served, Secretary**
Pauline Strand, Carlton County Area Served
Joy Erickson, Chisago County Area Served†
Ronald Duke, Isanti County Area Served**
Liane Heupel, Kanabec County Area Served†
Carla Bruggeman, Mille Lacs County Area Served**
Roberta Folkestad, Pine County Area Served
Mary Oja, Carlton County Council on Aging
Rebecca Foss, Health & Human Services Directors
Steven Walbridge, Area Lions Clubs, Treasurer**
Bradley Larson, Area Financial Institutions
Wayne Boettcher, Farmers Union Groups, 1st Vice Chair**†
Rob Pesola, Ministerial
Anne Kubesh, Head Start Policy Council

** Executive/Personnel Committee Member

† Planning and Evaluation Committee

* Labor Negotiation Representative



Photo provided by: Tonya Burk

Partnering to End Poverty

Head Start Policy Council

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.

2014—2015 Policy Council Representatives

Back Row:

Holly Bray, Angela Degerstrom,
Anne Kubesh, Kim Mikush, Kari
Brasch, Stacey Raveling

Front Row:

MaryAnn Mathews, Lora Wylie,
Kim Berglund

Not Pictured:

Vanessa Nelson, Sundance Ruud



Photo provided by Tonya Burk

Family Homelessness Prevention and Assistance Program

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

2015 FHPAP Committee Members	
Name	Agency
Jane Arnold	Aitkin County HHS
Patti Bontjes	Isanti County Family Services
Amy Carter	Rise, Inc.
Linda Cassman	A Place For You
Lori Engblom	Resource
Kate Ericson	Department of Corrections
Scott Grother	MN Assistance Council for Veterans
AG Huot	Central MN Housing Partnership
Scarlet LaValle	Chisago County HHS
Shirley Lewison	Area Landlord
Chassidy Lobdell	Lakes and Pines Community Action
Michelle Morgan	Pine County Human Services
Joshua Oquist	Kanabec County Human Services
Barbara Schmidt	Volunteers of America, MN
Dianne Stone	Retired Housing Professional
Teresa Swanson	Carlton County Human Services
Mary Ann Westlund	New Pathways
Monica Zachau	Rise, Inc.



Partnering to End Poverty

Legislative Membership

Lakes and Pines' Seven County Service Area

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

US Senate

Amy Klobuchar (DFL)

Al Franken (DFL)

US Congress

District 8: Rick Nolan (DFL)

Governor

Mark Dayton (DFL)

Lieutenant Governor

Tina Smith (DFL)

State Representatives

District 10B: Dale Lueck (R)

District 11A: Mike Sundin (DFL)

District 11B: Jason Rarick (R)

District 15A: Sondra Erickson (R)

District 31A: Kurt Daudt (R)

District 32A: Brian Johnson (R)

District 32B: Bob Barrett (R)

District 39A: Bob Dettmer (R)

State Senators

District 10: Carrie Ruud (R)

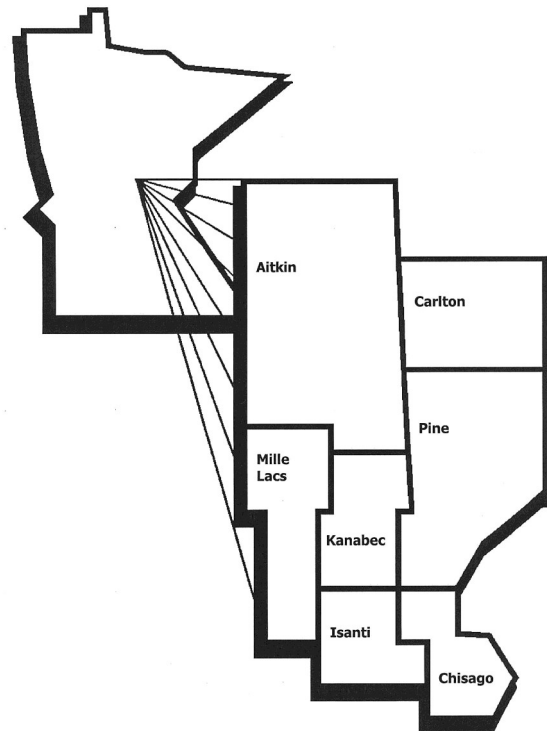
District 11: Tony Lourey (DFL)

District 15: David Brown (R)

District 31: Michelle Benson (R)

District 32: Sean Nienow (R)

District 39: Karin Housley (R)



Early Childhood & Family Development Department

Kraig Gratke, Department Director

Department Purpose

The Early Childhood and Family Development Department comprehensively serves families and young children in a holistic manner with a focus on parent engagement and preparing children to be life long learners.

Success Stories

Julie Hume, the owner of Kind Hearts Day Care located in Princeton, MN has been a partner with Lakes and Pines since 2003. Prior to 2003, Julie was a Lakes and Pines employee. Over the years, Julie has worked to ensure that professional development and the quality of care for the children under her care are always at the forefront of her business.

This year Julie was recognized for her outstanding teaching and high quality of service. On Thursday, April 16, 2015 Julie accepted the Terri Lynne Lokoff/Children's Tylenol National Child Care Teacher Award. Julie and her husband, Howard, were flown to Pennsylvania for the awards ceremony. This trip also allowed for them to spend time with other award winners from all over the United States.

The Terri Lynne Lokoff Child Care Foundation (ILLCCF) was founded in August 1987 by Kay and Fred Lokoff to honor the memory of their daughter Terri, a child care teacher dedicated to improving the quality of child care. Terri died in a tragic car accident in 1986. This award honors the hard work and dedication of child care providers who make high quality, nurturing early childhood experiences part of their daily program.

Shortly after receiving this award, Julie finished the accreditation process and is now Nationally Accredited through the National Association for Family Child Care (NAFCC).

Julie Hume continues to be a huge advocate for Lakes and Pines. We have a great partnership and look forward to many more years of partnering.

Jacob and his family of seven enrolled in the Lakes and Pines Head Start Homeless program in December of 2013. The home visitor, who splits her time between the Homeless program and Birth to Three program, did weekly visits with the family at the day center. Jacob was determined to spend as little time as possible at the shelter. The home visitor started working with him immediately, setting specific goals for his family, such as permanent housing, enrolling in college, and finding a job. Within a few short months Jacob successfully accomplished all three. As the family transitioned from the Head Start Homeless program, they were able to continue receiving services from the same home visitor in the Birth to Three program. The home visitor provided weekly support, encouragement and resources as they established their new life. The family now lives in a townhouse, Jacob is working part-time and is enrolled at Pine Technical College. The family remained in the program through this program year (2014-15) with the same home visitor who continues to strengthen the family through home visits and the relationship she has built with them. The family will be re-enrolled in the program in the fall of 2015.

Recently Jacob applied for a scholarship to complete the last of his courses and he proudly shares that he is one of the top in his class. Not only does Jacob provide for his own immediate family, but has taken on the father figure role for his 18 year-old brother by providing him with a safer home outside of the Twin Cities and encouraging him to become more self-sufficient and find work.

Partnering to End Poverty



Creations made by Head Start children for the "Cardboard Challenge" during the Week of the Young Child.



Early Childhood & Family Development Department
Kraig Gratke, Department Director

Programs

During the 2014-2015 Program Year the Early Childhood and Family Development Department worked with four grants and provided services through multiple options. The State funded Birth to Five Head Start grant was used primarily for birth to three-year old home-based programming, including services to pregnant women, but also included home-based services for homeless children from ages birth to five and home-based services to children in alternative care settings. Services to homeless children and children separated from their primary care provider due to incarceration or in treatment for mental health or substance use concerns are a priority. The Office of Head Start and the Minnesota Department of Education have emphasized the need for targeted services in this area.

The federally funded Three to Five Head Start grant funded primarily home-based services, but also included center-based programming for children ages three to five and Family Child Care Partnership programming for children ages three to five. This was the final year for the United Way funded Building Blocks for Success, a three to five-year old program, and the Bright Beginnings, a birth to three year-old program. Lakes and Pines began a partnership with Tri-County Community Action, Arrowhead Economic Opportunity Agency, and Kootasca Community Action to serve birth to three year-old children in the federally funded Early Head Start Child Care Partnership grant. Lakes and Pines will serve 12 children as part of this grant across multiple child care providers.



Above: An activity from Aitkin Together Time Socialization.

Department Progress

School readiness continues to be a focus with systems aligned for a comprehensive Birth to Five-year old program. Staff was trained in Creative Curriculum, a curriculum for children ages birth to five and Teaching Strategies Gold, the companion assessment tool, now being used for the Birth to Five program. As the assessment tool was implemented and the data was reviewed, the focus expanded to include staff development. The child data provided a lens allowing us to focus on staff and the teaching strategies they were implementing to help children learn and improve on their school readiness goals. By being intentional with training and coaching, math scores went from 46% of children meeting objectives in the fall to 80% in the spring, a 34% improvement. The CLASS observation instrument, another data set, was also used with our center-based and Family Child Care partners. Over the course of the year, focused coaching was done in specific areas that pushed those scores much higher than the national benchmarks. As we learned more about children and their interactions with adults, we also started planning for the implementation of goals as they relate to parent, family and community engagement. We are excited about this piece and hope to have data to share next year. We expect increased engagement with parents and anticipate learning a lot from each other through this process. The Department is preparing for a year of substantial changes and opportunities as we move into the first Federal five-year grant and begin to process new Federal regulations. For a complete report on children's progress, please visit www.lakesandpines.org.

Energy-Housing Department

Richard Fuchs, Department Director

Department Purpose

The Energy-Housing Department provides Energy Assistance Programs (EAP), Weatherization Programs and Housing Rehabilitation Programs. They further the Agency's Mission by helping low-income residents be more self-sufficient through providing heat, housing repairs and decreasing the cost of heating homes, so that those households can budget their limited income for other essential needs.

The Rehabilitation Programs help communities by assisting families in keeping their homes safe, energy efficient and from falling into disrepair. The community at large benefits from improved neighborhoods, business directed to local contractors and a stable property tax base.

The Weatherization Programs help reduce annual fuel consumption for households, while ensuring combustion appliances receive a safety check. Reduced dependence on heating fuel helps control the market demand for everyone.

Energy Assistance helps pay a portion of the heating costs for low-income households. This provides stability for families so that they can continue to pay for other necessities.

Crisis Funds are also available for households experiencing a heating-related emergency.

Energy Related Repair helps homeowners repair or replace nonfunctioning furnaces. These unexpected costs would ordinarily cause families to endure the cold until they had funds to do the repairs.

Success Story

Backstory – Frank (80) and Judy (71) bought their home in the early 1980's. Frank saw an EAP press release in the local newspaper last year during the propane crisis and thought that maybe they would qualify. He talked it over with Judy and they decided to give it a shot. They are both retired and live off of Social Security. They don't buy anything until they have a way to pay for it, but worry a lot about how long they are going to be able to stay in their home. Judy stays active and volunteers at a local food shelf every Friday. She takes a lot of pride in being able to help others. She gets a little food in return for volunteering as well. Frank has had medical issues in the past, but that hasn't slowed him down. He isn't the type to sit still and is always working on something.

Energy Assistance (EAP) – The Energy Assistance Program has allowed them to budget accordingly and has allowed them to live a healthier life by taking away some of the stress that comes with living on a fixed income.

Emergency Repair and Replacement (ERR) – Frank and Judy have always done regular maintenance on their furnace. Shortly before they applied for EAP, they had a "Clean and Tune" done by a furnace technician with no issues found. Two weeks after they were approved for EAP, their furnace went out. Lakes and Pines sent a furnace technician out and it was discovered that they had a cracked heat exchanger. Through the ERR Program, Lakes and Pines was able to replace their old fuel oil furnace with a newer, more efficient propane furnace at no cost to them.

Frank and Judy are very grateful for the ERR Program. They commented that they don't know what they would have done if they would have been confronted with the same situation without the resources offered through ERR.



Their new, more efficient propane furnace.

"What?! They're going to do that?! And they didn't make a big deal out of it. We never felt like we were a burden. It was just what I call a class act."

- Frank

Partnering to End Poverty

Energy~Housing Department

Richard Fuchs, Department Director

Weatherization (Wx) – Frank and Judy were thrilled to receive Weatherization services. They were pleasantly surprised when they were contacted and asked if they would be interested in an Energy Audit. They couldn't believe how nice and professional the Weatherization staff were. They were very grateful that they were treated with respect and dignity. While their home was being weatherized, they were asked how old their fridge was. They had bought it shortly after getting married in 1979. Through a Department Of Energy (DOE) program, Lakes and Pines was also able to replace their old, inefficient refrigerator with a newer, more efficient model.

As Judy said, "That was the icing on the cake!"

Their home is now safer and more energy efficient. Frank and Judy couldn't be happier with the results.

"What this program does is it allows you to stay in your home! Because if you can't afford to fix these things, and it keeps deteriorating, pretty soon you can't stay in that home anymore, can you? So it allows you these years that are so important. It's just so important."

- Judy



Their new, more efficient refrigerator.

Programs

Energy Assistance Program

Crisis Program

Energy Related Repairs

Reach Out For Warmth

ECE Caring Members

Weatherization Assistance Program

Renewable Energy Equipment Grant

Pine County Septic Program

Conservation Improvement Program

Small Cities Development Program:

Princeton

Mora

Cloquet

Braham-Grasston

Minnesota Housing Finance Agency Programs:

Home Rehabilitation Deferred Loan Program

Fix-Up Fund Loan Program

Emergency Loan Program

Department Progress

The Energy Housing Program is making progress toward creating better processes to deliver programs to clients by participating in Energy Assistance Program planning sessions at the Department of Commerce over the summer. Work there focused on making the activities run smoother so that Agencies could devote more time to meeting individuals' needs. In-depth analysis was conducted regarding policies, potential changes and the functionality of the eHEAT software.

Community Services Department
Lezlie Sauter, Department Director/Agency Planner

Department Purpose

The purpose of the Community Services Department is to further the goals outlined in Lakes and Pines' Community Action Plan, which may not fit well within the Early Childhood & Family Development or Energy-Housing Departments. The Community Action Plan is based on the needs defined through the Community Needs Assessment, which is typically conducted every three years and surveys clients and community members.

The work and purpose of the Community Services Department ties in directly with the overall mission of the Agency. The Department's primary focus is to provide resources, referrals and case management/supportive services to people that are struggling to make ends meet. The Department's secondary focus remains to provide financial assistance, as necessary, to stabilize struggling individuals and families. Through these activities, the Community Services Department directly improves the communities where these individuals and families live by strengthening the ability of these individuals and families to become prosperous.

Success Stories

This past year, a staff member was at the Princeton Food Pantry providing Supplemental Nutrition Assistance Program (SNAP) outreach when she was approached by a woman asking if they could talk. The woman explained that her daughter was going to school full time, working part-time and raising her son, all on her own. The woman was concerned for her daughter and grandson because she knew her daughter struggled each month to pay all her bills and buy enough food. The woman began to cry, asking if there are any programs that could help her daughter through this tough time because she could not financially afford to assist them herself. The staff member explained to the woman all about the SNAP program and asked her to have her daughter call the staff member so she could gather more information. Not long thereafter, her daughter came to the Princeton Food Pantry and spoke with the staff member. That same day, the staff member and the woman's daughter completed a Combined Application Form and the daughter was able to bring it to the County offices that day. The woman's daughter called the staff member three days later and was excited to report that the county met one on one with her and approved her, for not only the SNAP program, but for day care assistance as well. She thanked the staff member for the assistance and encouragement to apply for help. She stated that because of the help and support she received, she could now continue attending college and paying her bills each month, but most importantly, she will have enough food for her family.

Joe, Cassie and their young child contacted Lakes and Pines when they found themselves homeless and needing shelter. In the initial interview they stated they needed, "just a little bit of help, just until we get our first pay checks; after that we will be able to pay our own way." Lakes and Pines offered this young family an opportunity to an increased sense of housing stability with funding from the U.S. Department of Housing & Urban Development – Rapid Rehousing Program (HUD-RRH). As with all of the emergency housing programs, goals were developed with this young family, including; maintaining employment, creating a working budget, and developing a savings plan for emergency expenses, with an overall goal to have financial independence. Not only did they meet all of their goals, they met them in record time. In two short months this family moved from being literally homeless to being able to thrive in their community and no longer need assistance.



Partnering to End Poverty

Community Services Department

Lezlie Sauter, Department Director/Agency Planner

During a follow up visit with the family, a Lakes and Pines staff member learned that the family had recently been in an automobile accident, causing significant damage to their vehicle's radiator. Joe and Cassie recognized the value of the program's focus of budgeting and savings because they had enough in savings to repair their vehicle without needing help from any program or any person.

In March of 2015 Youth Moving Forward began a grass roots effort known as "Thursdays at the Capitol," which ran through May of 2015. Youth (statewide) and the youth serving Agencies were advocating the importance of the Homeless Youth Act (HYA).

On Thursday, May 14th, a Lakes and Pines staff member and Arian, a formerly homeless youth from Mille Lacs County, made the trip to St. Paul to participate in the effort to remind legislators of the importance of HYA. The day started with a visit to Senator Brown's office and Representative Sondra Erickson, where Arian shared his traumatic story of being homeless for 10 months and how much it meant to him to have housing, the opportunity to go back to high school and begin working on his future. Arian felt it was his responsibility to share the stories of the many others that he encountered while he was homeless who were in need of help as well. The day concluded with a tour of the Capitol, a viewing of a legislative session from the spectator's gallery and some history about the building and its architecture. It was an exhilarating and exhausting day, but overall a great experience for both Arian and the staff member.



Programs

Family Homelessness Prevention & Assistance	SNAP Outreach & Application Assistance
Emergency Services Program—Shelter	MNsure Outreach & Navigation
Emergency Solutions Grant—Rehousing	Volunteer Income Tax Assistance
Transitional Housing	Family Assets & Independence in Minnesota
Rapid Re-Housing Program	Financial Empowerment
Transitional Living for Youth & Youth Host Home	Transportation—Vehicle Donation Program
Social Security Outreach & Advocacy	Garden Seed Program

Department Progress

The Community Services Department continues to make progress at building prosperous communities by helping local families and individuals obtain the knowledge and resources that they need to be financially resilient, which includes getting to work to put food on the table and maintaining housing, while also accessing resources and knowledge.

Administration Department

Robert Benes, Executive Director

The Executive Director's office, governed by the Board of Directors, provides overall management of Agency business operations, overall leadership and direction through planning and evaluation to assure that all Agency activities are consistent with Lakes and Pines' Mission and in full compliance with Federal, State and programmatic laws, regulations, rules and standards. 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. All of this is done through the most efficient and most technological methodology practical.

During the past year, the Agency's ability to react quickly and strategically as opposed to following a pre-prescribed path allowed it to remain in compliance with State and Federal rules and regulations. With the implementation of the new Unified Guidance, the Community Services Block Grant Program Standards, as well as the introduction of revised Federal Head Start Performance Standards, it was the Agency's firm grasp of its core competencies and its ability to react quickly and appropriately to a changing environment which enabled the Agency to not only remain in compliance, but to lead the way within the Community Action Network.

The Administration Department, in partnership with the Office of Economic Opportunity, delivered a statewide demonstration project to deliver to the Community Action Network: Four Cornerstones for Financial Literacy, ROMA and new Executive Management training. In addition, the project provided statewide poverty simulation events.

The Administration Department also added to its wealth of experience and competencies this year with the national certification of its Agency Administrative Assistant, Denise Stewart, and Agency Planner, Lezlie Sauter, as Certified Community Action Professionals through their completion of the rigorous, intensive national training program.

Fiscal Department

Amanda Wall, Fiscal Controller

The Fiscal Department is comprised of three staff members; the Fiscal Controller and two Accounting Technicians. Together they maintain a timely and accurate account of all financial transactions for the Agency. The primary objective of the 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. Reports are provided to the Board of Directors, Agency departments, community partners, and program funding sources. Fiscal staff continue to assess accounting duties performed in relation to both cost effectiveness and internal controls. As a department this year, staff focused on making improvements such as automating the purchase order system, reducing paper usage, focusing on record retention and offering direct deposit for the first time to a select group of vendors.

As a team this year, department staff successfully completed an Agency-wide audit, a worker's compensation audit, and a retirement plan audit; assisted in several grant monitoring visits and conducted an Agency-wide biennial fixed asset review. Focus was also on grant, technology and fiscal specific staff trainings to ensure compliance with the Uniform Guidance and changing grant requirements.

Technology Department

Kelly Manley, Department Director

The Technology Department supports Agency departments and staff in the day-to-day operations as well as maintaining and upgrading Agency hardware and software. In the past year, the department developed several new systems; the largest being an electronic purchase order system to replace the current paper system. The software was designed to match closely to the original paper system, which was replaced and linked directly to the Agency accounting software.

The Technology Department's focus this coming year is to redesign the Agency's public website. The new Agency website will allow for a secure file upload system for clients and vendors, an electronic employment application and a user friendly mobile device experience. The department will also be creating software to better report on the services provided to the community.

Partnering to End Poverty

Human Resources Department

Leona Dressel, Department Director

The Human Resources (HR) Department works in partnership with the Board and senior management in the overall policy direction on human resource management issues and administrative support functions related to the management and development of its employees.

At the heart of the HR strategy is the need for a workforce to assist the organization in working towards its Mission. HR's goal is to serve the Agency departments in their efforts to recruit, train and retain a diverse and competent workforce and to comply with all applicable Federal and State employment laws to allow departments to carry out their Mission strategies more effectively. Career development for staff aims to motivate and retain employees by providing them with career opportunities and challenging work. Professional development during this past year included Emerging Leaders, Community Action Professional Certification, program specific trainings such as certified quality control inspectors and lead risk assessors, Four Corner Stones/Financial Literacy, mandated reporter training, diversity training and more: training staff in areas of need, based on their professional development goals and that which assists with their job functions to serve our program participants.

The Human Resources Department continues to represent the Agency at job fairs and business expos – not only to assist in recruitment of staff and/or interns, but more importantly to showcase the Agency's Mission, program services and tell the “story” of community action professionals that care about the community and the residents.

In 2014-2015, Lakes and Pines had 121 staff; almost all volunteer in their area from “highway clean up”, in food shelves/co-ops, schools, churches, fundraisers for cancer, heart and other critical services, girl/boy scouts, 4-H, master gardeners, serving on local boards, area professional groups/clubs, nursing homes and more.

This past year also focused on employee wellness by engaging employee-management on the Safety Committee and the Health & Wellness Committee. Each committee focused on strategies to encourage healthy and safe work behaviors, which resulted in a reduction of workplace injuries and illnesses and lowered the claim experience for group health insurance. Special acknowledgement to the members of these Committees in taking an active leadership role: all playing a part in our organization as being an employer of choice.

With the ever-changing employment laws and regulations, the organization reviewed and updated its Personnel Policies and procedures in its entirety. Health Care Reform was, and continues to be, the big human resource compliance challenge in meeting all of the complex requirements of the Affordable Care Act (ACA). ACA was fast moving with its regulations and timelines; however, the HR Department kept abreast of the legislation and continues to work closely with Mahowald Insurance to ensure legal requirements and reporting are met.

Again this year, the HR Department partnered with the Senior Community Service Employment Program (SCSEP) and became the host site to provide work experience for one participant. Diane joined the HR team for several months and secured a full time position with a private business in the local area. Still in contact with the Agency, Diane indicates that her job experience at Lakes and Pines provided her the confidence and helped her develop her skills to seek out other employment and get her new job. The HR Director and the HR Assistant look forward to partnering with SCSEP in the future to provide another individual with on the job training; a partnership that works alongside our Agency Mission.

Administrative Team

Back Row: Lezlie Sauter, Kelly Manley, Rich Fuchs,
Kraig Gratke, Leona Dressel

Front Row: Denise Stewart, Bob Benes, Amanda Wall

Photo provided by: Tonya Burk



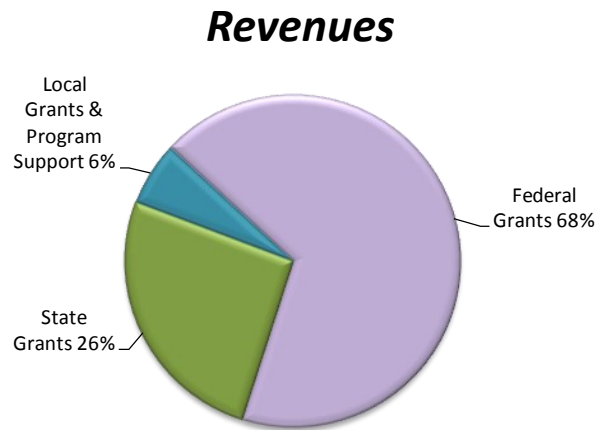
Partnering to End Poverty

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 Principles (GAAP). The summarized data that appears on pages 16 and 17 was compiled using the preliminary financial statements for the fiscal year ending September 30, 2015. The final compilation and audit for these figures will be in December 2015. The audited financial statements for the Agency are available for public inspection on the Agency's website.

Funding Agencies & Programs
U.S. Department of Agriculture <i>Child Care Food Program</i>
U.S. Department of Energy <i>DOE Weatherization</i>
U.S. Department of Health and Human Services <i>Federal Head Start</i> <i>Energy Assistance Programs</i> <i>Community Services Block Grant</i>
U.S. Department of Housing and Urban Development <i>Emergency Solutions Grants</i> <i>Transitional Housing Program</i>
U.S. Department of Treasury <i>Volunteer Income Tax Assistance</i>
Minnesota Department of Commerce <i>Minnesota Weatherization Program</i> <i>Propane Program</i>
Minnesota Department of Education <i>State Head Start</i>
MN Department of Employment and Economic Development <i>Small Cities Development Programs</i>
Minnesota Department of Human Services <i>Alcohol, Tobacco and Other Drugs Prevention</i> <i>Emergency Services Program</i> <i>Emergency Shelter Grant</i> <i>Homeless Youth Act</i> <i>Live Well at Home</i> <i>Minnesota Community Action Grant</i> <i>Social Security Disability Income Outreach</i> <i>Supplemental Nutrition Assistance Program</i> <i>Transitional Housing Program</i>
Minnesota Department of Revenue <i>Tax Assistance Grant</i>
Minnesota Housing Finance Agency <i>MHFA Rehabilitation Loan Programs</i> <i>Family Homeless Prevention</i>
Local Grants & Program Support <i>Greater Twin Cities United Way,</i> <i>Hunger Free MN, BCBS/MNsure,</i> <i>Hinckley-Pine City Flames, Initiative Foundation,</i> <i>ECE Caring Members, MN Housing Partnership,</i> <i>Conservation Improvement Program, etc.</i>

Revenues	
Federal Grants	\$ 5,315,245
State Grants	\$ 2,022,283
Local Grants & Program Support	\$ 481,167
Total Revenues	\$ 7,818,695



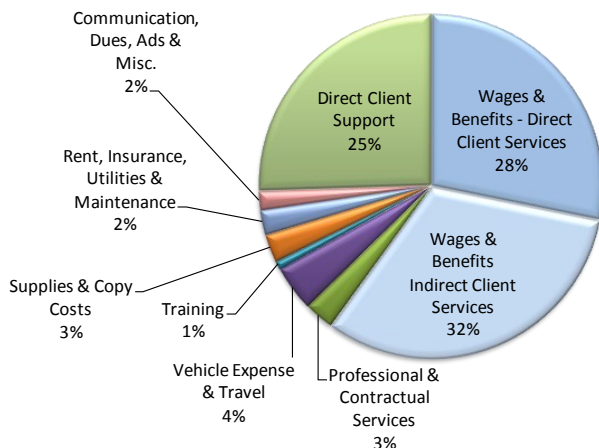
Sources of Revenue	
U.S. Department of Agriculture	\$ 15,633
U.S. Department of Energy	\$ 362,372
U.S. Department of Health and Human Services	\$ 4,804,927
U.S. Department of Housing and Urban Development	\$ 119,213
U.S. Department of Treasury	\$ 13,100
Minnesota Department of Commerce	\$ 62,034
Minnesota Department of Education	\$ 520,330
Minnesota Department of Employment and Economic Development	\$ 63,677
Minnesota Department of Human Services	\$ 546,856
Minnesota Department of Revenue	\$ 17,802
Minnesota Housing Finance Agency	\$ 811,584
Greater Twin Cities United Way	\$ 196,778
Conservation Improvement Programs	\$ 110,073
Local Grants & Program Support	\$ 174,316
Total Sources of Revenue	\$7,818,695

Partnering to End Poverty

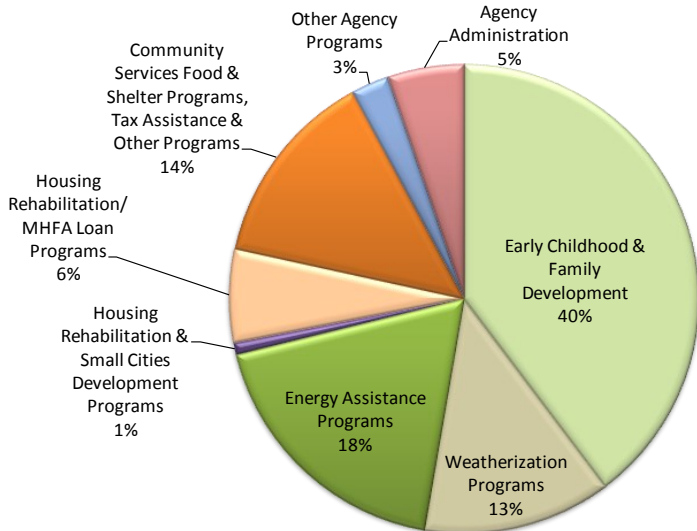
Financial Statement

Expenses by Category	
Wages & Benefits - Direct Client Services	\$ 2,203,023
Wages & Benefits - Indirect Client Services	\$ 2,484,259
Professional & Contractual Services	\$ 214,831
Vehicle Expense & Travel	\$ 338,462
Training	\$ 62,647
Supplies & Copy Costs	\$ 202,633
Rent, Insurance, Utilities & Maintenance	\$ 181,987
Communication, Dues, Advertising & Miscellaneous	\$ 136,989
Direct Client Support	\$ 1,993,864
Total Expenses by Category	\$7,818,695

Expenses by Category

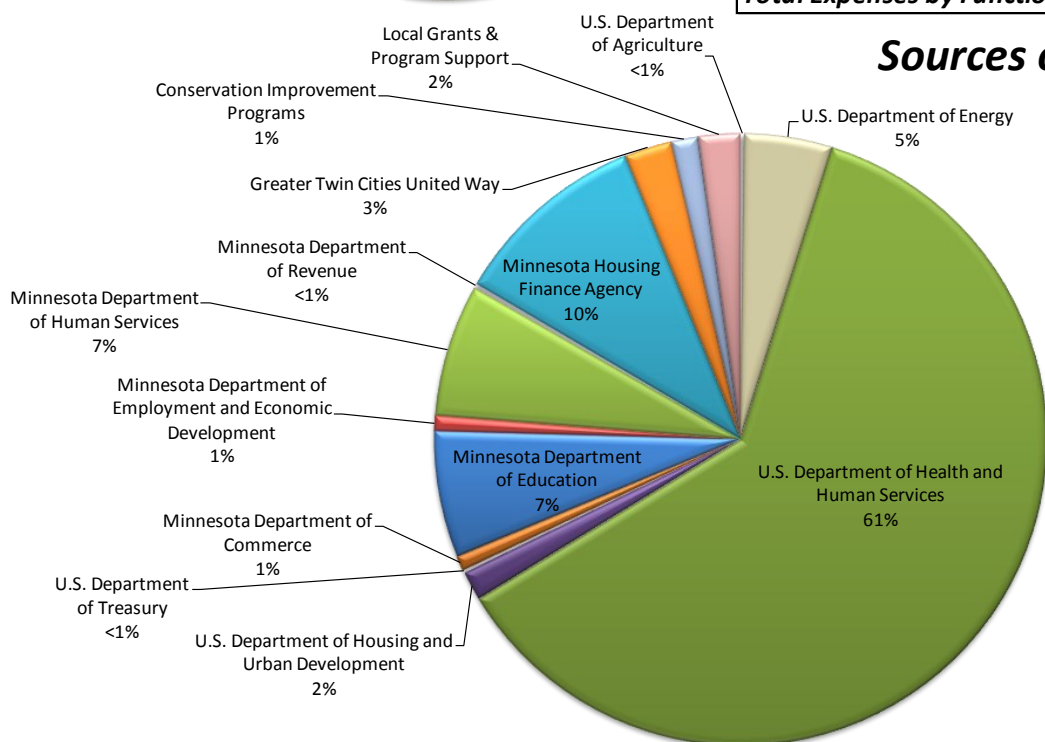


Expenses by Function



Expenses by Function	
Early Childhood & Family Development	\$ 3,107,342
Weatherization Programs	\$ 1,013,834
Energy Assistance Programs	\$ 1,442,487
Housing Rehabilitation & Small Cities Development Programs	\$ 63,717
Housing Rehabilitation/MHFA Loan Programs	\$ 503,451
Community Services Food & Shelter Programs, Tax Assistance & Other Programs	\$ 1,073,118
Other Agency Programs	\$ 203,519
Agency Administration	\$ 411,227
Total Expenses by Function	\$7,818,695

Sources of Revenue



Partnering to End Poverty

With the Support of Many...

Thank you for all you do!



Poverty Simulation
Volunteers



Tax Clinic
Volunteers



Girl Scouts Blanket
Donation



Kohls Donations



Adopt-A-Highway
Volunteers



Hinckley - Pine City
Flames Donation

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