

inspiring

giving

sharing

ANNUAL REPORT 2016

community

volunteering



Community Action Agency of Butte County, Inc.
Helping People. Changing Lives.

OUR MISSION

Community Action Agency of Butte County, Inc. serves as a catalyst to reduce poverty and its symptoms through providing quality services, developing resources, collaborating with others, advocating on behalf of the economically and socially disadvantaged, empowering individuals, and improving the conditions in which people live, learn, and work.

OUR VISION

We envision communities whose members feel secure and are self-sufficient.



CONTACT INFORMATION

P.O Box 6369
Chico, CA 95927-6369
(530)712-2600
Www.buttecaa.com

Administrative Offices located at:
181 E. Shasta Ave.
Chico

EXECUTIVE STAFF

Thomas Tenorio
Chief Executive Officer

Timothy Hawkins
Chief Programs Officer

Dana Campbell
Chief Financial Officer

BOARD MEMBERS

2016

David Burris
Chair

John L. Gliha
Vice Chair

JoAn Townsend
Secretary

Doug Benander
Treasurer

Roy Fisher
Member

Michelle Morris
Member

Pamela Teeter
Member

Rebecca Williams
Member

2017

Doug Benander
Chair

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Vice Chair/Treasurer

Pamela Teeter
Secretary

Cesar Alfaro
Member

David Burris
Member

David Duisenberg
Member

Bobby Jones
Member

Rebecca Williams
Member

Message from the Chief Executive Officer

Dear Friends of Community Action:

There is much to point to in 2016 as accomplishments. We successfully navigated the loss of federal funds from HUD that had supported the operation of our unique transitional housing program for homeless families and accomplished a conversion to county and private support. The transition has resulted in many new collaborations and opportunities to tell our story. And what a story it is!

We had observed the 25th anniversary of our celebrated transitional housing program in 2016. We prepared to spend 2017 observing the 50th anniversary of the Agency and the 10th anniversary of our Feeding America-affiliated food bank. Our Energy Efficiency program underwent a major restructuring with new leadership. The restructuring has involved new approaches to planning our work, new field approaches that use technology and new smart install methods with a streamlined workforce.

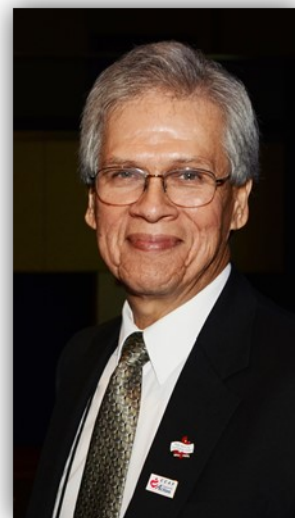
We made a new commitment to telling our story that included revamping our public face by bringing in a strong marketing support. As a result we moved to a new website along with a first-time ever social media presence and more. We continue to play critical roles in our community's problem-solving efforts. One example is the Agency support of the local Homeless Continuum of Care. Personally I closed out four years as the Chair of the Board of Directors of the national Community Action Partnership. It was a great run with a great organization doing amazing things to strengthen our national community action network. National work provides a perspective like no other.

I look forward to the focus on our communities in Butte, our region in northern California and more. Follow us and see how community action works.

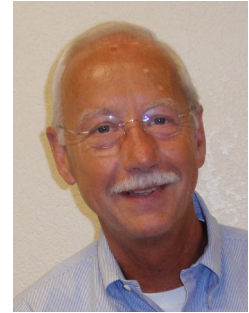
Warmest regards,



Thomas P. Tenorio, CCAP
Chief Executive Officer



Thomas Tenorio
Chief Executive Officer



Doug Benander
Board of Directors Chair

Message from the Chairman of the Board

To Our Friends and Supporters:

The year 2016 was a rebuilding year for us. Our leadership responded to dynamic circumstances with focus and vision. The beginning of the year saw us lose over \$300,000 in federal funding that we had received for over 10 years to operate our Esplanade House Transitional Supportive Housing Program for Homeless Families. This came about because of our commitment to community action principles. The federal government had required, as a condition of continuing to receive HUD funding, that the CAA change the effective approach to serving families that it has used for 25 years to realign it with the view prioritized by HUD. We chose not to do so and lost the funding.

As a result our community came together to support our program like it never has before. We continue to operate our Esplanade House program and it is better than ever before with new partners to add to the old ones; new features to expand our focus on health, employment and GED preparation. We are working to strengthen our organization in addition to our programs. One example is that we fully have implemented the new Organizational Standards to demonstrate our accountability. This is but one example of our commitment to fulfilling community action in Butte County.

We look forward to 2017 and invite you to follow us on Facebook and support us as we continue to help people and change lives.

Respectfully,

A handwritten signature in black ink that reads "Doug Benander". The signature is fluid and cursive, with a long horizontal line extending from the end of the name.

Doug Benander
Chair, Board of Directors



Helping People. Changing Lives.



1,257 Homes

Were weatherized making them safer, more energy efficient and more affordable



2,207,594 Pounds

Of food was distributed throughout Butte County, = to 1,839,662 meals



1,567 Households

Received help paying their utility bills



12,017 Volunteer Hours

Donated their time to serve in our various programs



3 million dollars

In tax refunds that came back to filers of benefit to our communities



14,729 People

Benefitted from CAA programs and services in 2016

Energy & Environmental Services

CAA's Energy and Environmental Services Program (EES) delivers a wide variety of services to the low-income population of our community. These diverse programs improve the lives of both homeowners and renters through long-term energy savings. From air sealing to improving ventilation to adding insulation, we're able to reduce costs for low-income households by increasing the energy efficiency of their residential homes, while ensuring their health and safety. Low income families spend an average of 16.3% of their total income on energy costs. Reducing energy costs means these families have more money to spend on food, medicine and other essentials.



Our Weatherization professionals take the “whole house weatherization” approach that analyzes all of the building systems – the building envelope, heating and cooling systems, electrical system, and electric baseload appliances – through the completion of an energy audit. Another distinguishing feature of our program is the attention to the overall health and safety of the customers being served. Many dwellings receiving attention are old and in need of repair. Our teams check the building envelope and major energy systems to ensure there are no safety concerns for the occupants before installing any energy efficiency measures. Two key principles guide the installation of measures: cost effectiveness measure by the savings-to-investment ratio (SIR) – the amount of energy savings versus the cost to install a measure – and the availability of health and safety funds. Through Weatherization improvements and upgrades, households save on average \$283 or more every year.

Through our Utility Assistance program, families facing a potential shut-off of utilities can receive immediate assistance with their bill. Customers in more rural areas that heat their homes with wood or propane can also receive emergency assistance through the direct delivery of these fuel sources. Eligibility for these services is determined by household income, family size, whether or not children reside in the home and their ages, and any medical or disability situation that is evident.

EES 2016 Highlights

1,567 households received over \$600,000 in Utility Assistance

1,257 homes were made more energy efficient

In total these programs assisted 5,427 individuals of whom 1,795 were children, 1,404 were senior citizens and 1,230 had a disabling condition.

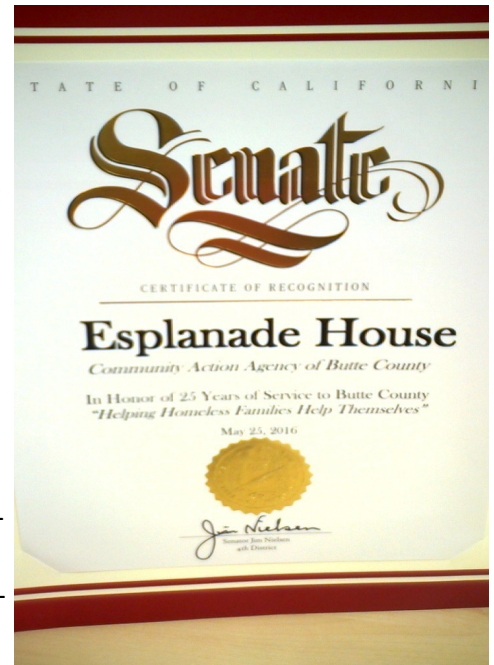
Esplanade House

CAA's Esplanade House has been a refuge for homeless families seeking a safe, sober place to heal trauma, strengthen their recovery and prepare to become self-sufficient for over 25 years. Oftentimes poverty, broken homes and substance abuse are a generational cycle for our families. CAA has maintained its resolve to remain a sober campus. This ensures a healthy environment for parents to practice parenting skills and build meaningful relationships with their children.

Supportive services included assessing child development, assessing family self-sufficiency, comprehensive case management, cognitive behavioral therapy, drug and alcohol counseling, parenting and life skills education, budgeting and financial literacy, nutrition and food safety and referrals to other community resources to meet needs beyond our scope of service. We have a new focus on education and employability. The first step in that new focus was to partner with Come Back Butte Charter School to provide on-site high school education. Our *"Laptops for Learning"* program provides students with a laptop to use for their schoolwork; and after successful completion—the laptop is theirs. Nine individuals are on track to graduate so far in 2017.

In 2016, 230 individuals—143 of whom were children—resided at CAA Esplanade House. All residents are below 50% of Butte County's Area Median Income. Of those 230 individuals; 21% found employment; 1.5% obtained a GED; 82% received healthcare services; 62% of children saw improved performance in school; and 19% obtained safe and affordable housing.

CAA Esplanade House is grateful for the tremendous support from the community; particularly the volunteers who make many things possible for our program and families. 2016 witnessed 9,178 hours of volunteer participation. Our collaborative partners in the community, whether other non-profits or the generous businesses who provide food and other essentials to our families; are vital to our efforts. Thank you. We couldn't do this work without you—helping people, changing lives.



Food & Nutrition

The CAA Food & Nutrition Program operates within a six county region (12,000 square miles) by collecting, warehousing and distributing produce, perishable and non-perishable food items through North State Food Bank in an effort to help minimize hunger. Here is a look at 2016, our programs and how CAA's North State Food Bank is able to help families, children and individuals in the communities we serve.



North State Food bank receives perishable, non-perishable and non-food donations through the Feeding America network along with local companies and food drives from local businesses. Through these partnerships nearly 1,208,000 pounds of product was donated to NSFB in 2016. 57 non-profit member agencies consisting of food pantries, soup kitchens, homeless shelters, youth programs, disabled adult programs/homes and other hunger relief organizations access this product, directly distributing to the community.

Monthly distribution of food commodities made available through the USDA Emergency Food Assistance Program (EFAP). Distribution total of 42,330 food boxes made possible through many dedicated volunteers at 52 different locations in the counties we serve.

Seasonal Tailgate food distributions; produce and other perishable items are brought directly into fifteen different cities in the six county regions we serve. Distribution of produce is "market style" - the event includes other resource agencies providing community outreach of services. With the help of volunteers and partners we were able to serve Approximately 3,385 families and distribute 212,904 pounds of produce at these events in 2016.

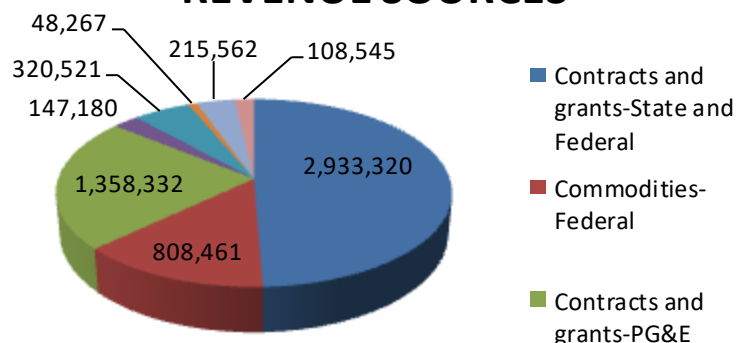
The farm 2 kids program; we contributed 32,500 pounds of produce to children attending specific after-school programs and "market style" events at local elementary schools.

Our hope for the future is to expand our services to the community. We continue to build relationships with organizations that share our mission and vision, working together to help families, children and individuals in a variety of situations.

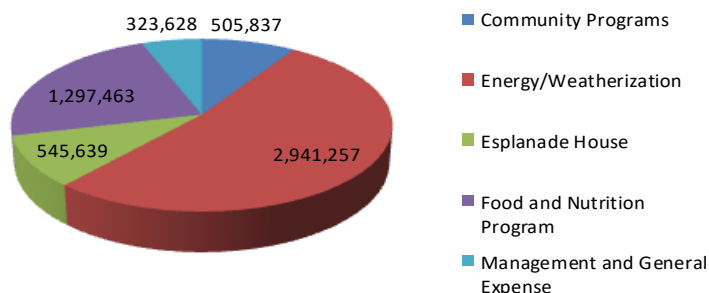


Financial Report

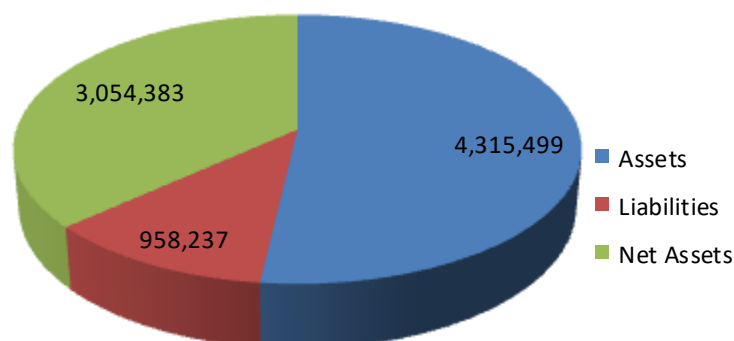
REVENUE SOURCES



EXPENDITURES



FINANCIAL POSITION



HOW TO DONATE TO SUPPORT US:

The Community Action Agency is a private, non-profit corporation with tax-exempt status. People interested in supporting the accomplishment of results and services provided by the CAA can do so in several ways. You can:

- make a tax-deductible financial contribution for which you will receive a receipt for your files
- make a donation of appreciated or income-producing assets (e.g. stocks) which can be structured to also provide tax benefit to you
- make a donation of real property for use or disposition by the agency with, again, a structure to the transaction that can provide you with tax benefits
- include the CAA in estate planning preparations to ensure that a legacy for you or a loved one is remembered

We urge you to consult with your estate planning professional. If you need advice then we can put you in contact with the resources available at the North Valley Community Foundation.

Thank you for your generosity.

Asset Building

2016 VITA Program: Volunteer Tax Preparation Assistance began on January 25th and finished on April 14, 2017. For the 2016 Filing Season the total production for all four of our CAA-sponsored sites in Butte County

RETURN PREPARATION ANALYSIS 2016 TAX YEAR

Butte CAA ETA Report 5/23/2017	
TRANSMIT	1249
ACCEPTED	1110
REJECTED	139
% REJECTED	12.52%
PRIOR TRANSMIT	1068
PRIOR ACCEPTED	1000
TRANSMIT % CHANGE	16.95%
ACCEPTED % CHANGE	11.00%

Butte CAA SIDN Report 5/23/2017	
Total Returns	1,114
ELFReturns	1,096
Paper Returns	18
EITCReturns	257
CTCReturns	99
Returns With Errors	9
Current Year Return Count	1,100
Prior Year Return Count	14
Count Of WIReturns	970
Count Of SBReturns	144
Count Of SB Returns Sch C	144
Count Of SB Returns Sch E	28

FSA Report 4/28/2017	28
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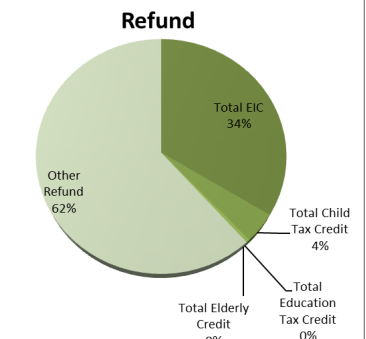
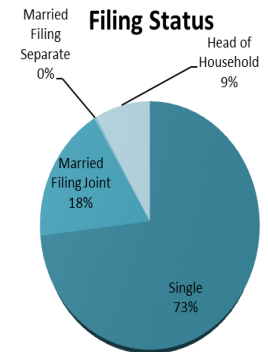
Total Returns	1156
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Butte CAA TAXWISE 5/23/2017	
Federal Accepted	1099
Federal Rejected	137
Federal Transmitted	1118
State Accepted	1096
State Rejected	49
Total State Transmitted	1084
Form 8888	0
Schedule C	111
Single	817
Married Filing Joint	202
Married Filing Separate	4
Head of Household	94
Qualifying Widower	1
Add CTC	63
Total Add CTC	\$71,099
Savings Bonds	0
Total Saving Bond	\$0
Earned Income Tax Credit	259
Average EIC	\$5,505
Total EIC	\$362,220
Child Tax Credit	49
Total Child Tax Credit	\$45,009
Education Tax Credit	10
Total Education Tax Credit	\$5,003
Elderly Credit	0
Total Elderly Credit	\$0
Requesting Direct Deposit	576
Average AGI	\$83,072
Total Refund Amt	\$1,073,598
Average Refund Amt	\$4,589
Total BalDue Amt	-\$132,719
Total Number_BalDue_Returns	188
Primary or Secondary 60	477
ITIN Count	4

Total Refund Amt	\$1,073,598
Total EIC	\$362,220
Total Child Tax Credit	\$45,009
Total Education Tax Credit	\$5,003
Total Elderly Credit	\$0
Other Refund	661,366

VITA ...

- helps people
- helps our community
- helps our economy!





Sabbath House, Torres Shelter, Catalyst, Victim Witness Services, National Charity League, Salvation Army, Bidwell Presbyterian Church, Grace Community Church, City of Chico, Drop and Dash, Chico Police Department, Sierra Nevada Brewery, Trader Joes, Dollar Tree, CalWater, WalMart, Safeway, SaveMart, United States Postal Service, Treatment Providers Association, PAC, CAVE, Butte County Drug/Alcohol, Phi Beta Business Fraternity Chico State, Social Work Department, Butte College Nurses, Butte County Homeless Continuum of Care, Greater Chico Homeless Task Force, Butte County Housing Authority, PCC, Butte County Office of Education, Emma Wilson Elementary, Chico Pick N Pull, Center for Healthy Communities, Golden 1 Credit Union, , Golden State Farm Credit, Subway, and many more!

