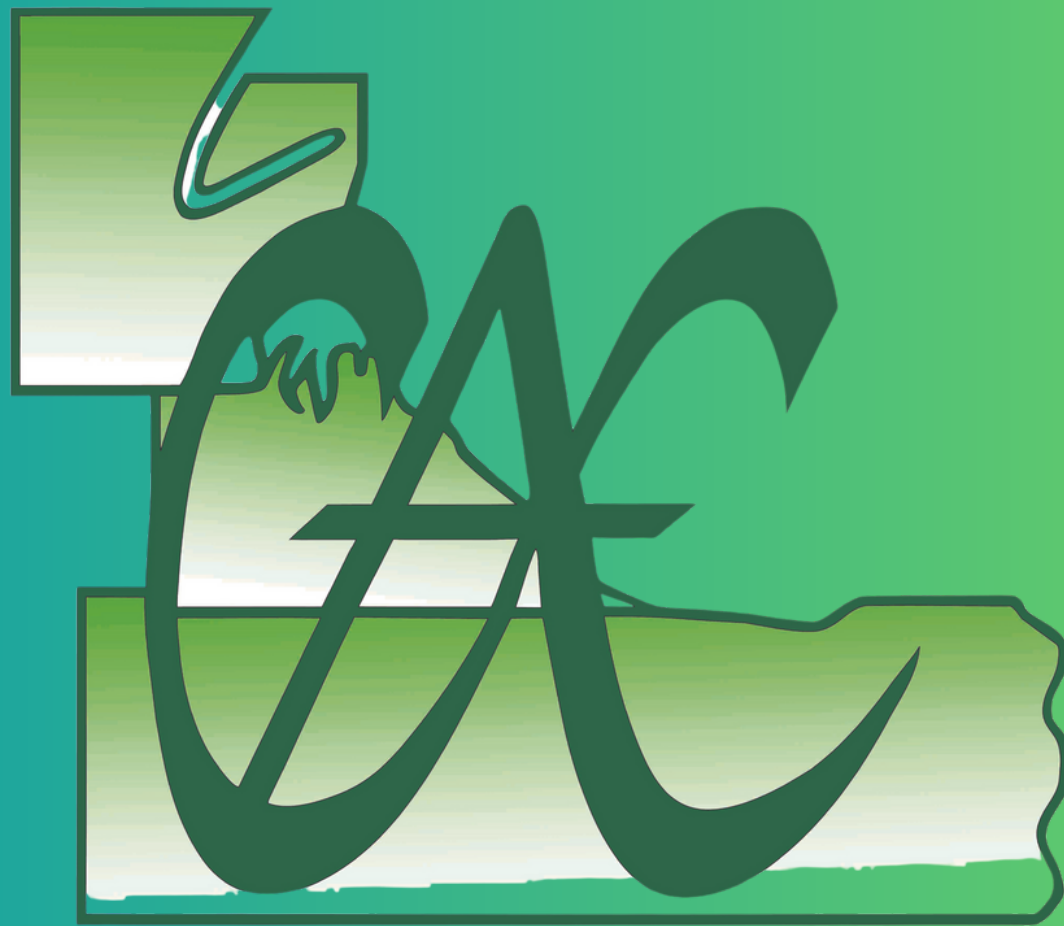


2023



Community
Action Council
of Lewis, Mason & Thurston Counties

IMPACT REPORT

CEO LETTER

Dear Friends, Supporters and Community Members-

2023 was a year of change. It was a year of challenges and a year that asked us, as an organization, how committed we were to doing hard things to ensure we serve our communities fully. At the Community Action Council of Lewis, Mason, and Thurston Counties, we are dedicated to addressing the systemic issues of poverty while promoting individual and community health and well-being. Since 1966, we have been focused on empowering individuals and families, and our mission remains dedicated to finding innovative, community-based solutions that strengthen our communities and lessen the impacts of poverty.

With that said, we have taken a hard look at how we have been providing care and leadership, and we recognize that not all of those we work with have been able to thrive and find hope in our community in equal measure. We recognize the intersectionality of poverty, violence, racism and other forms of oppression. We recognize that our work must center the experience of those most impacted by poverty and violence and, in doing so, must give more intentional time and focus to serving communities which have been systematically excluded and disenfranchised. We are committed to do this work; it is whole life work.

As we look back at 2023, yes, it is a year that asked us to dig deep and do hard things, but we know now it was a launching pad pushing us forward- it is a year we will forever mark in our agency's history for how it challenged us to continue to grow, adapt, and do more.

In this report you will find information on care provided to the community in FY23. In the coming years we are committed to growing and adapting how we show up and to continue to work from an individual, community, and system level. We thank you for taking the time to review this report and urge you to join us as we work toward deeper, fuller, and more inclusive solutions to addressing poverty and violence.

In Community,



Interim CEO

Energy IMPACT

Community Members Served



13,073

Households Served



5,994

Dollars put into the community



**\$9.53
MILLION**

Energy

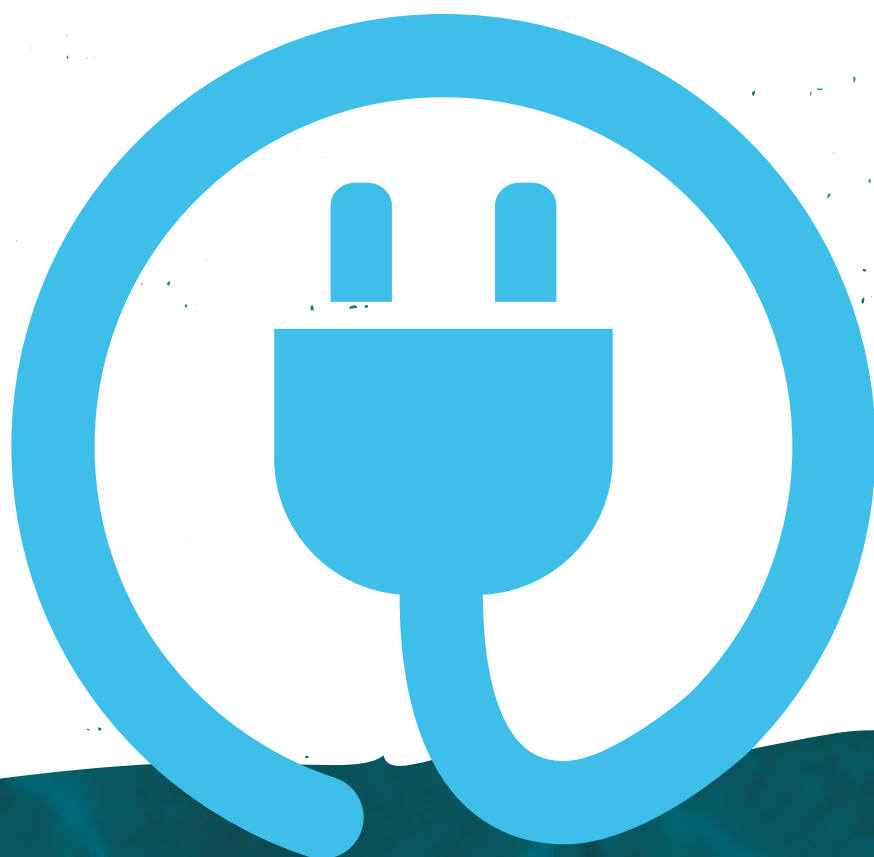
CLIENTS



Energy does A LOT. No community members' needs are the same, and the Energy Team provides supportive and responsive services to each person they work with. This level of support often means advocating for clients and engaging partners to provide holistic and long-term assistance. This year, the team supported thousands of community members with tailored support, including Stella and her family. Like many others affected by COVID-19, Stella lost her job, leading to a ripple effect that resulted in her family's water disconnection. By the time she linked with CACLMT's Energy Team, her power was also on the verge of disconnection.

When Stella met with the Energy Team, they promptly jumped into action to support her. In researching the amount owed for her water bill, the team discovered that past-due charges had been accumulating at a rate of 10% per cycle instead of 1%. Collaborating closely with Stella, the Energy Team engaged with the city she lived in to address this issue. Additionally, they reached out to funders to explain Stella's situation and to find collaborative ways to pay the sizable bills her family was facing.

Stella's story is one of the thousands of community members Energy worked with this year to support access to vital necessities, including heat, water, and power.



Energy

STAFF



Stephenie Arnold, our dedicated Energy Program Manager at the Community Action Council of Lewis, Mason, and Thurston Counties (CACLMT), has been a vital part of our team since January 2014. With an unwavering commitment to serving the community, Stephenie has played a crucial role in providing direct client services through the Energy Program.

In 2023, Stephenie showcased her innovative and compassionate approach by spearheading the development of a new intake process. This streamlined system enhances efficiency for clients, ensuring a low-barrier process for accessing Energy Services. Her tireless efforts in this regard have significantly contributed to the seamless support of community members in need.

Notably, Stephenie took the lead in the agency's initiative to distribute air conditioning units to community members facing challenges during the summer months. Her leadership ensured that those in need had the necessary resources to stay safe amidst rising temperatures.

Housing **IMPACT**

Community Members Served



652

Households Served



489

Dollars put into the community



\$1.28
MILLION

Housing

CLIENTS

In 2012, the Housing Team's journey with Ronnie began. Ronnie, who had been experiencing homelessness for several years, preferred solitude and often would go weeks or months without connecting. After numerous attempts, a housing solution was identified for Ronnie, but engaging with the Housing Provider proved challenging. Over the years, Ronnie would intermittently connect and disconnect from services, leaving our team with a persistent concern for his well-being during harsh weather conditions.

Understanding the complexity of homelessness and the unique needs of each individual, our Housing Program strives to provide dynamic services tailored to the multifaceted challenges faced by community members. For Ronnie, the path from unhoused to housed was intricate, requiring continuous efforts to keep him engaged in services.

Persistently working with Ronnie, our team aimed to bridge the gap between homelessness and stable housing. Despite setbacks, the team maintained a supportive stance, developing strategies to ensure Ronnie's sustained engagement. Finally, with the hands-on support of our Housing Team, Ronnie successfully secured safe and stable housing.

The journey didn't end with housing placement. Recognizing Ronnie's apprehension about the transition, his case manager actively listened, helping him articulate his needs for a sense of safety and security. Essentials were provided to set up his new home, addressing his concerns about moving from a tent in the woods to an unfamiliar living space. Ronnie's story is one of the thousands of stories that is a testament to the commitment of our Housing Program. The process for Ronnie involved years of building trust, creating space for re-engagement, and attentively listening to needs.

Our Housing Program remains dedicated to creating positive outcomes for individuals experiencing homelessness, acknowledging that each success story is unique, requiring personalized attention and deep commitment.

Housing

STAFF



Ruby Alvarado, the dynamic leader at the helm of CACLM T's Housing Program, brings a passion for making a difference. Ruby supports the efforts of dedicated housing professionals working in Thurston and Mason counties.

In her role, Ruby ensures that this bustling team receives the support necessary to thrive in their mission. Over the past year, Ruby has demonstrated her commitment to innovation by proactively seeking new ways to bolster the Housing Team and enhance their ability to serve clients effectively.

Ruby's dedication, leadership, and proactive approach have been instrumental in the success of the Housing Program.

Weatherization

IMPACT

Community Members Served



184

Homes Weatherized



111

Dollars put into the community



**\$2.60
MILLION**

Weatherization



CLIENTS



The Weatherization Assistance Program, known as the WX crew, has for decades been touching the lives of countless individuals and families. Each year, lives are improved in many ways large and small due to the work performed under the Weatherization Program. The benefits range from families having extra grocery money in their budgets due to saving money on their power bills to children having warmer, brighter homes in which to do their homework.

One household that stood out of the more than one-hundred homes weatherized this year was a 1950's rambler. The home, occupied by a retired couple, initially had their home inspected in the spring of 2023. During that inspection it was discovered that the home had a very outdated, inefficient, and even dangerous oil furnace. The clients were barely able to heat their home even when the furnace was working. It was identified that the system had stopped working shortly before the energy audit. In addition to the home having inadequate heat, the auditor also discovered that the home was, for all intents and purposes, almost completely uninsulated and very drafty.

The WX crew spent about a week working on the home. When they were finished, the home had a whole new heating system centered around a high efficiency ductless heat pump. In order to keep the warm air from the new system in, the house was air-sealed and insulation was installed in the attic, walls, and floors. To maintain good indoor air quality, a new fan was installed in the bathroom that also functions as a whole house ventilation fan.

This fall, several months after the completion of the project, the couple wrote a letter to thank the WX crew and gave them an update. They shared that, since the Weatherization Services, they had noticed an incredible difference in their home. They said that they have been very pleased with the savings that they have seen on their power bill. And throughout the hot summer they loved the bonus benefit that the heat pump provided: air conditioning! But most importantly, they noted that they felt a sense of deep comfort and relief knowing that their old home had received the modernization and upgrades that it needed. Prior to weatherization, they had been concerned that the home needed too much work and that they would not be able to keep up with the maintenance or afford to stay in their home. They feel much more at ease now because they believe that the work that was performed on their home will allow them to stay in their home for years to come.

Weatherization

STAFF



It takes a team to make it happen! Boasting nearly a century of combined knowledge and experience, our Weatherization Team has consistently stood as a regional leader in the home performance industry. The Weatherization staff actively engages with the public, serving as informative ambassadors for energy efficiency and other available services.

The installation crew, with years of honed expertise, plays a pivotal role in translating knowledge into action. Meticulously perfecting their craft, these dedicated individuals utilize their skills to implement measures that significantly enhance the energy efficiency and durability of homes. The positive transformations directly result in reduced power bills and create homes that are not only warmer and safer but also more comfortable for our clients. Importantly, these efforts contribute to the preservation of housing stock, specifically benefiting some of the most vulnerable members of our communities.

Behind the scenes, our Energy Auditors serve as the architects of our impactful work. Armed with advanced diagnostic testing equipment and techniques, they carefully assess and diagnose issues within homes. Drawing on their extensive experience, our Auditors craft site-specific work scopes for each home we serve. It is through this painstaking planning and execution that our Weatherization Team fulfills its mission of creating a lasting impact on both individual households and the broader community.

Impact

MONARCH

Community Members Served



1,062

Multi-Disciplinary Meetings Held



72

Outreach, Education, and Referrals



2,679

Impact

STORIES



Together, the aim is to amplify community impact, ensuring that services reach more children and families in need.

Dedicated to providing highly coordinated and supportive care, the Monarch Team is committed to fostering a nurturing environment for children who have endured violence, ensuring they have the space and support needed for healing. The mission embraced by Monarch reverberates through the fabric of their daily practices, with a focus on reducing trauma, promoting healing, and employing a responsive community approach that extends care and support to children and families on their journey to recovery from the effects of violence.

This year marked a pivotal moment for Monarch as it took a significant step forward in its quest for a more compassionate community by breaking ground on the Monarch Expansion Project. Positioned to enhance Monarch's capacity for collaborative efforts, the expansion is poised to broaden support for the families served, encompassing both physical space and resources. This growth extends beyond Monarch itself; it is a commitment that resonates with valued onsite partners, including Providence Medical Group. Together, the aim is to amplify community impact, ensuring that services reach more children and families in need.

The expansion of Monarch not only strengthens its role as a hub for healing but also cements its position as a catalyst for positive change within the community. The collective vision is to create an environment where healing knows no bounds, and the effects of violence can be addressed with comprehensive care and support.

As Monarch embarks on this journey of growth, it remains steadfast in its mission, driven by the belief that, together, a community can be built where safety and healing are not just a possibility but a shared reality for all children.



Impact

STAFF



Sue Villa is a compassionate and dedicated Forensic Interviewer and Program Manager at Monarch Children's Justice and Advocacy Center. With an extensive career spanning over three decades, Sue has been committed to supporting survivors, families, and individuals who have endured harm.

Sue brings joy and kindness to her work every day, ensuring that the children served by Monarch are not only heard but also believed and supported. As a vital member of the team, Sue plays a crucial role in supporting the work of Monarch in Thurston County, Safe and Sound in Mason County, and the Youth Advocacy Center in Lewis County. Her collaborative efforts bring together professionals from diverse backgrounds to provide comprehensive care, wrapping families in a supportive environment.

Sue is truly a superhero in our book, consistently going above and beyond to make a positive impact in the lives of those she serves.

CALMT

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