



# NORTH CENTRAL COMMUNITY ACTION AGENCIES INC.

## 2024 Annual Report & Needs Assessment



# **2024 NCCAA Annual Report Luncheon**

**Tuesday, May 27, 2025**

**12 Noon at Lubeznik Center for the Arts**

## **AGENDA**

**Call Meeting to Order – President, Willie Milsap**

**Introduction of Board and Staff – President Milsap**

**Approval of Last Month's Meeting Minutes**

**Invocation**

**\*\*\*LUNCH\*\*\***

**Presentation of the Lubeznik Center for the Arts  
Executive Director – Janet Bloch**

**2024 – Programmatic and Financial Reports  
Vice-President, Suzanne Hollis**

**Old/New Business**

**Presentation of the 2025 Hazel Thomas Community Action Award  
President Milsap**

**\*\*\*The Barker Foundation\*\*\***

**Recognition of Volunteers  
Presentation of Service Award to Carl Scott  
Executive Director, Cyndi Davis**

**\*\*\*Adjournment\*\*\***

## **BOARD OF DIRECTORS**

**Willie Milsap, President**

**Antonio Conley**

**Suzanne Hollis, Vice-President**

**Linda Metz**

**Annie Hervey, Secretary**

**Faye Moore**

**Michael Lark, Treasurer**

**Randy Novak**

**Tre'Von Hazelett**

**Amanda Satterfield**

**Mark Swistek**

**Dan Granquist**

**Pastor Jacarra Williams**

**Janet Bloch**

**Kila Ward**

## **OUR MISSION**

**Empowering low-income people of LaPorte, Starke, Pulaski, Jasper, Porter, Newton and Cass Counties through:**

**Neighborhood improvements**

**Community education**

**Communication that effects change**

**Advocacy**

**And promoting self-sufficiency**

# **Thank you to our 2024 Funders**

**Indiana Housing and Community Development Authority**

**Michigan City Community Enrichment Corporation**

**Health Foundation of LaPorte**

**United Way of LaPorte County**

**City of Michigan City**

**Barker Foundation**

**LaPorte County Unity Foundation**

**LaPorte County Council**

**Private Donations**

## **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 are about the entire community, and we are dedicated to helping people help themselves and each other.**

# North Central Community Action Agencies , Inc.

## Statement of Financial Position

Year ending December 31, 2024

### 2024 Assets

#### Assets:

##### Current Assets:

Cash and Cash equivalents

Grants and Contributions Receivable

Prepaid Expenses

**Total Current Assets**

Property and Equipment

**Total Assets**

### 2024 Liabilities

#### Liabilities and Net Assets:

##### Current Liabilities:

Accounts payable and accrued Liabilities \$38,607.

Note payable, funding source

Deferred Revenue \$2,605

**Total Current liabilities** \$41,212

##### Net Assets:

Unrestricted \$863,807

Temporarily restricted \$80,307

**Total Net Assets** \$944,114

**Total Liabilities and Net Assets** \$985,327

#### Expenses:

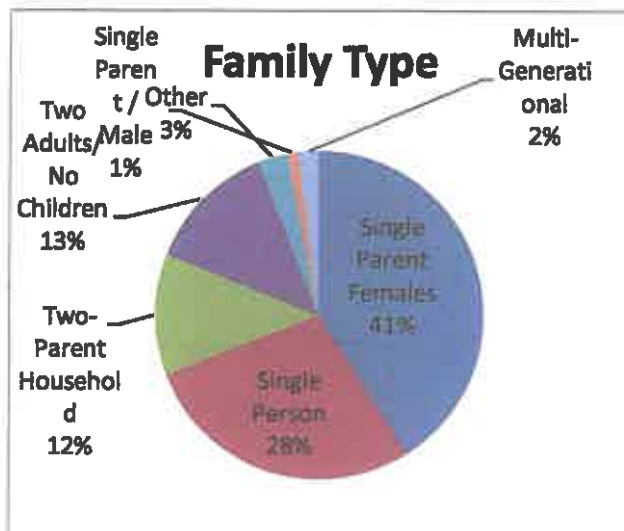
Energy Assistance	\$4,719,478.75
Weatherization	\$1,211,826.24
Ramp	\$36,090.26
Vision	\$9,725.70
Housing	\$62,939.36
Youth programs	\$17,308.52
Community agencies support	\$51,350.00
Administrative and general	\$278,191.40
Water Assistance	\$337,530.04
<b>Total Expenses</b>	<b>\$6,724,440.27</b>

#### Revenues:

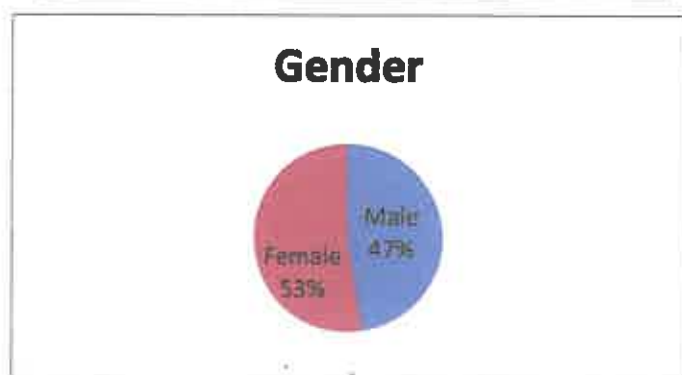
Grants and Contracts	\$6,681,077.90
Contributions	\$34,682.96
Interest income	\$1,329.28
Rent and other income	\$178.80
Assets released /Restrictions	-\$305.98
<b>Total Revenues and Gains</b>	<b>\$6,716,962.96</b>

\*Expense and Revenue totals reflect funds received and spent through 12/31/2024.

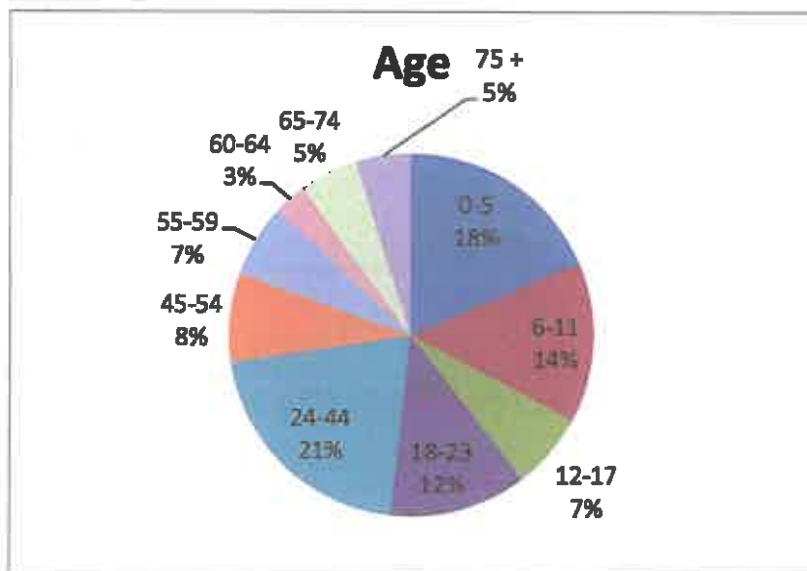
# 2024 PERSONS ASSISTED



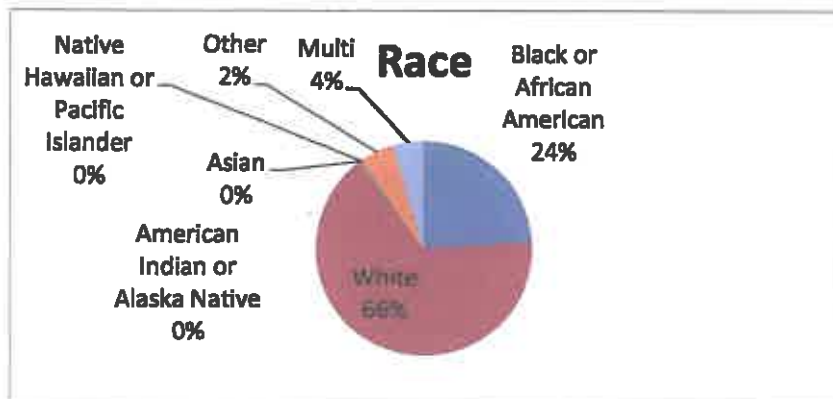
Family Type	Families
Single Parent Females	2455
Single Person	1677
Two-Parent Household	718
Two Adults/ No Children	778
Other	178
Single Parent / Male	59
Multi-Generational	123
Total	5988



Gender	Persons
Male	7276
Female	8078
Total	15354



AGE	Persons
0-5	2842
6-11	2195
12-17	1055
18-23	1852
24-44	3200
45-54	1211
55-59	1001
60-64	449
65-74	797
75 +	752
Total	15354



Race	Persons
Black or African American	3681
White	10101
American Indian or Alaska Native	22
Asian	40
Native Hawaiian or Pacific Islander	16
Other	780
Multi-Race (any 2 or more of the above)	714
Total	15354





## Introduction

Community Action Agencies throughout the country are required to conduct a community needs assessment every three years. This needs assessment relies on relevant and current research literature, data from client surveys and community partner surveys, as well as data from other sources such as the U.S. Census Bureau and Bureau of Labor Statistics. This community needs assessment is intended to guide North Central Community Action Agency (NCCAA) in developing its strategic plan to improve the economic security and well-being of low-income Hoosiers in its service area.

## About North Central Community Action Agency

Since 1966, NCCAA has been helping people and changing lives in North Central Indiana. NCCAA is an independent, non-profit organization that provides valuable services and assistance to individuals and families, most of whom are low-income. NCCAA nurtures self-sufficiency by providing health, housing, and education services that change lives, empower families, and improve the communities that they serve.

## **Service Area & Programs**

**NCCAA serves Hoosiers in LaPorte, Pulaski, and Starke counties.**

**Their extended service area includes weatherization services to Cass, Jasper, Newton, and Porter Counties.**

**Programs offered include:**

- **Community Centers**
- **VITA (Free Tax Preparation)**
- **After-School Programs**
- **Energy Assistance Programs**
- **Energy Education/Involvement Program**
- **Toys for Tots**
- **Congregate Meals**
- **Food Bank/Food Pantry**
- **Home-Delivered Meals (Senior Meals and Nutrition)**
- **Ramp Program**

## ***Direct Service Area Statistics***

**In 2024, NCCAA served 5,988 households, which included 15,354 individuals.**

### **Youth**

- **3,333 children received vision screenings**
- **20 youth participated in the summer youth program**
- **19 children participated in the after-school program**
- **163 children received toys from Toys for Tots**

### **Households**

- **24 households received rental assistance**
- **4,339 households received energy assistance**

### **Nutrition**

- **550 Food boxes were distributed**
- **2,421 Senior meals served**



## Service Area Demographics & Poverty Statistics

Demographic data offer a snapshot of who lives in particular communities at a given time and can provide a basis for understanding the needs of a community. For example, communities with a large proportion of older Hoosiers may require more services related to aging while those whose communities vary greatly on ethnicity and primary language data may require more translation and interpretation services.

### Population for Whom Poverty Status is Determined<sup>1</sup>

	Service Area	LaPorte	Pulaski	Starke
<b>POPULATION</b>				
	140,608	105,177	12,273	23,158
<b>AGE</b>				
<i>Under 5 years</i>	8,096	6,177	646	1,273
<i>5 to 17 years</i>	23,285	17,399	1,962	3,924
<i>18 to 34 years</i>	28,679	21,733	2,500	4,446
<i>35 to 64 years</i>	53,543	39,750	4,652	9,141
<i>65 years and over</i>	27,005	20,118	2,513	4,374
<b>GENDER</b>				
<i>Male</i>	69,382	51,624	6,098	11,660
<i>Female</i>	71,226	53,553	6,175	11,498
<i>White alone</i>	119,086	85,790	11,414	21,882
<i>Black or African American alone</i>	9,407	9,348	19	40
<i>American Indian and Alaska Native alone</i>	337	223	*	104
<i>Asian alone</i>	792	694	32	66
<i>Native Hawaiian and Other Pacific Islander alone</i>	63	28	35	0
<i>Some other race alone</i>	3,324	2,820	275	229
<i>Two or more races</i>	7,599	6,274	488	837
<i>Hispanic or Latino origin (of any race)</i>	9,052	7,604	421	1,027

Source: U.S. Census Bureau, 2018-2022 American Community Survey 5-Year Estimates

<sup>1</sup> The population for whom poverty status is determined excludes individuals living in Institutional group quarters (such as prisons or nursing homes), college dormitories, military barracks, living situations without conventional housing (and who are not in shelters), and unrelated individuals under age 15 (such as foster children).

## Poverty Rates

Across the counties NCCAA serves, approximately 20,195 Hoosiers experience poverty (14.4%). Poverty was highest in LaPorte County (14.7%) and lowest in Pulaski (12.8%). Hoosiers in poverty in the service area are more likely to be female, age 35-64, and White.<sup>2</sup> At the same time, a higher proportion of children under 5 (21.0%), 5-17 years old (22.5%), individuals age 18-34 (15.8%), Black (24.6%), American Indian / Alaska Native (23.4%), Asian (21.1%), Other Race (19.0%), Two or More Races (26.7%), and Hispanic/Latino (19.0%) Hoosiers in the service area experienced poverty.

## Poverty Rates by County

LaPorte	Pulaski	Starke
14.7%	12.8%	13.6%

Source: U.S. Census Bureau, 2018-2022 American Community Survey 5-Year Estimates

## Service Area Poverty Rates

	Number in Poverty	% in Poverty	State % in Poverty
<b>Total Population</b>	<b>20,195</b>	<b>14.4%</b>	<b>12.3%</b>
<b>Male</b>	<b>8,524</b>	<b>12.3%</b>	<b>11.1%</b>
<b>Female</b>	<b>11,671</b>	<b>16.4%</b>	<b>13.5%</b>
<b>Under 5</b>	<b>1,698</b>	<b>21.0%</b>	<b>18.4%</b>
<b>5 to 17</b>	<b>5,245</b>	<b>22.5%</b>	<b>15.3%</b>
<b>18 to 34</b>	<b>4,536</b>	<b>15.8%</b>	<b>15.8%</b>
<b>35 to 64</b>	<b>6,278</b>	<b>11.7%</b>	<b>9.7%</b>
<b>65+</b>	<b>2,438</b>	<b>9.0%</b>	<b>8.1%</b>
<b>White</b>	<b>14,967</b>	<b>12.6%</b>	<b>10.1%</b>
<b>Black</b>	<b>2,317</b>	<b>24.6%</b>	<b>25.1%</b>
<b>American Indian / Alaska Native</b>	<b>79</b>	<b>23.4%</b>	<b>17.2%</b>
<b>Asian</b>	<b>167</b>	<b>21.1%</b>	<b>14.8%</b>
<b>Native Hawaiian / Pacific Islander</b>	<b>0</b>	<b>0.0%</b>	<b>14.2%</b>
<b>Other</b>	<b>633</b>	<b>19.0%</b>	<b>19.9%</b>
<b>Two or More Races</b>	<b>2,032</b>	<b>26.7%</b>	<b>17.3%</b>
<b>Hispanic / Latino<sup>3</sup></b>	<b>1,718</b>	<b>19.0%</b>	<b>18.3%</b>

Source: U.S. Census Bureau, 2018-2022 American Community Survey 5-Year Estimates

<sup>2</sup> At the county level, particularly when disaggregating by gender, race, or age, sample sizes tend to be smaller and therefore results have a wider margin of error. Use caution in interpreting results.

<sup>3</sup> In addition to questions about race/ethnicity, the Census Bureau asks individuals if they identify as Hispanic/Latino or not Hispanic/Latino.

# Client Satisfaction Survey Results

## Narrative Report 2024

**North Central Community Action Agencies, Inc. Client Satisfaction Survey –  
Summary Report**  
**Respondents: 121 | Survey Period: 2024**

### Programs Accessed by Respondents

- **Energy Assistance Program (EAP): 82.6%**
- **Ramp Program: 5%**
- **Weatherization: 9%**
- **Children's Vision Screening, Food Pantry, Community Centers, Other: <5% combined**

### Overall Satisfaction Ratings

Category	Above Average	Average	Below Average
Agency Service	73.3%	24.2%	2.5%
Program Benefits	75.2%	20.7%	4.1%
Location	64.5%	25.6%	4.1%
Efficiency	71.1%	23.1%	5.8%
Staff Knowledge	77.7%	19.0%	3.3%
Appointment Timeliness	73.3%	21.7%	5.0%

### Client Awareness & Future Use

- **Knew it was NCCAA providing services: 86.8%**
- **Would recommend to others: 98.3%**
- **Would return for services: 98.4%**

### Client Comments (Select Highlights)

- **Clients expressed gratitude, with mentions of helpful staff and timely service.**
- **Some noted room for improvement in communication or access.**



**Board of Directors**



**Children's Vision Screening**