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# Annual Report

## 2022-2023



# Letter from the President

Dear Friends,

As we reflect on the journey in this last year, the vision of **hope** has guided our efforts and illuminated our path at EightCAP, Inc. Our team has embraced the spirit of community and collective action, working tirelessly to provide transformative services that foster **hope** and opportunity.



This year, our impact has been measurable and profound. We logged more than 60,000 volunteer hours, served over 4,500 individuals, and leveraged more than 400 community partnerships toward the mission to improve our community. Each number represents a life touched, a community strengthened, and a step closer to our vision of a hopeful future. Through the Community Action model, we build strong, hopeful connections that bring workable solutions to the forefront of our fight against poverty. One shining example is the Diaper Bank program. With additional funding, we have ensured that families in our community have access to essential diapering

supplies. This initiative, created in partnership with local nonprofits, is more than just a service—it's a symbol of hope, supporting the health and well-being of our youngest and most vulnerable.

Another example of our collective impact, achieved through the strong collaboration with our homeless shelter providers, was realized by our commitment to those facing homelessness. We took a significant leap forward with the implementation of a one-stop application process for emergency shelter access across our four-county service area. This initiative, a keystone in our vision to replace despair with **hope**, was done collectively to offer a timely hand to those in desperate need and ensure that no one is left without shelter and support. Together with our partners, we are not just addressing immediate needs but are actively working to improve and strengthen our communities.

As we look to the future, our dedication toward the alleviation of poverty remains constant. We are filled with gratitude for our staff, volunteers, partners, and all who join us in this noble cause. Together, we lift a powerful force for **hope**, transforming lives and fostering the comfort of opportunity for everyone we serve.

Together, in **hope**, we can thrive!

*Lori Johnson*

Lori Johnson, President

# Governing Board

as of September 30, 2023

*Doug McFadden*  
*Chairperson*



## Gratiot County

Gary Tegge, Consumer Sector  
Dr. Peggy Thelen, Private Sector  
Jennifer Cook, Public Sector

## Ionia County

Patricia Priest, Consumer Sector (Vice Chair)  
Ken Baker, Private Sector  
Terence Frewen, Public Sector

## Isabella County

Steve Rivers, Consumer Sector  
Kim Onstott, Private Sector  
James Moreno, Public Sector (Treasurer)

## Montcalm County

Renae Caudill, Consumer Sector (Secretary)  
Dave Seppala, Private Sector  
Jeremy Miller, Public Sector

## At-Large

Rebecca Terry, Consumer Sector (Head Start Policy Council)  
Doug McFadden, Private Sector (Chair)  
Michele Ringle, Public Sector

# Vision, Mission & Values

## Vision

The despair of poverty is replaced with the hope and comfort of opportunity for children, adults, and seniors in our community.

## Mission

EightCAP, Inc. improves our community by collaborating with private, government, and community organizations to deliver programs that alleviate the causes of poverty and its effects allowing individuals to become self-sufficient.

## Values

Responsibility | Ethics/Integrity |  
Transparency/Accountability | Community  
Development | Collaboration | Continuous  
Improvement | Innovation & Adaptability |  
Professional Growth | Diversity, Inclusion &  
Awareness

# Program Highlights

## Montcalm CASA

Montcalm CASA provides trained volunteers to be a voice for abused and neglected children in the juvenile justice system by relaying children's wishes in court, providing advocacy for their needs, and ensuring a safe and permanent home as quickly as possible. Montcalm CASA prioritized strengthening our volunteer base and serving as many children as possible this program year. The Montcalm County Juvenile Court had a total of 55 children involved in Child Abuse and Neglect cases this year and we are proud to report that we were able to assign a CASA volunteer to advocate for 45 of those 55 children.



Montcalm CASA also worked to provide quality training opportunities to ensure quality and competent advocacy. Our program fostered collaborative partnerships during this program year, embracing opportunities to increase program recognition in the community. Through collaboration, CASA was able to accept financial help from Women United/ The Gathering Place, to send all CASA children and their volunteer on a trip to the Boulder Park Zoo this year. Further, CASA volunteers were able to enjoy a year-long membership to Fredrick Meijer Gardens, allowing them to explore the grounds and exhibits with CASA children and families.

Montcalm CASA became proficient in utilizing Optima, a data entry system, which has enhanced accuracy in reporting. Volunteers have become highly skilled in using the system to electronically submit time logs and reports, to access case details, and to more effectively and securely communicate with CASA staff. This resource has been offered to all local CASA programs within the Michigan CASA network and has greatly enhanced our record keeping abilities.

This program year we have continued to facilitate successful and creative fundraising opportunities. We held a successful holiday fundraiser, an apparel fundraiser, and a non-event fundraiser. We continue to broaden our creative fundraising efforts to increase capacity.



Montcalm CASA worked with For Goodness Sake to provide Christmas gifts to CASA children on our case list.



Montcalm CASA was able to send staff and volunteers to the annual Michigan CASA conference in Lansing, MI, for valuable training opportunities.

Montcalm CASA was able to train and swear in 2 new CASA volunteers during this program year.



Montcalm CASA held a successful fundraising event over the holiday season, creating beautiful decorative porch pots and raising \$1540 for our program.



# CASA By the Numbers

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23 Active  
CASA  
Volunteers

45 Children  
Served

Across 23  
Cases

2 New  
Volunteers  
Sworn in

1,623  
Volunteer  
Hours Donated

18 Children  
Acheived  
Performance

## Making a Difference

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*"Simon"*

was a child who was removed from several foster care placements and struggled to achieve permanency. Our CASA volunteer, "Tom" was assigned to this child's case and immediately formed a close bond as a positive male role model. In communication with the caseworker, this message was relayed. "I am currently working on a case with Tom. Tom joined our team back last summer and has been with this youth for almost a year now. This kiddo regularly sings Tom's praises and is always beyond thrilled to see him. While riding in the car yesterday, the youth said, "Did you pick Tom out yourself? You did a great job; he is the best. He feels like my grandpa." Tom goes above and beyond and always provides wonderful insight and words of encouragement. I appreciate all he has done to form a relationship with this youth who has a limited support system. I can't thank Tom enough and wanted to pass along the message. "

# Program Highlights

## Community Services and Housing

The Community Services and Housing Department, made up of 21 dedicated individuals, works with households to provide options to solve their emergency shelter, food, utility, and housing needs. The Community Services Block Grant (CSBG) helps to support these efforts by providing funding to provide programs that work to resolve crisis and increase self-sufficiency by building stronger communities. Housing and Emergency Shelter funding is provided by HUD, MSHDA, MDHHS, and the Salvation Army. Thanks to a partnership with Mid Michigan Community Action Agency, EightCAP is able to provide specific Veteran Housing assistance and the Commodity Supplemental Food Program.



### Making a Difference

“T”

was a chronically homeless client, and joined our program in May of 2022, facing multiple challenges, including securing suitable housing for herself and her two children, one of whom has Autism. Despite her initial preference for a three-bedroom unit, regulatory and financial limitations necessitated a compromise for a two-bedroom apartment.

Navigating the complex Housing Choice Voucher (HCV) system was particularly challenging due to T’s unique documentation needs as a German-born U.S. resident. Our team worked diligently with her to gather the necessary identification, overcoming significant bureaucratic hurdles to maintain her eligibility for housing assistance.

T’s unstable housing situation led her to live transiently between her vehicle and temporary accommodations. Concurrently, she faced severe health challenges from Lupus and struggled with unstable employment, which impacted her ability to maintain consistent medical care. After a severe car accident further compromised her health and employment, T’s living conditions reached a critical point.

Our community partner, Pocket Change, helped by providing a gift card that T was used to transition into a motel room funded by a Motel Housing Voucher. This temporary solution was a stepping stone to more stable housing provided by the Rapid Rehousing Program. Her progress was nearly jeopardized by a custody dispute, but our Housing Resource Specialist (HRS) swiftly collaborated with Child Protective Services to clarify T’s custodial status, ensuring her housing process moved forward without further delays.

With the stability of her new apartment, T has found the opportunity to reorganize her life. She has retrieved her essential personal documents, which ensures she is prepared for any future HCV opportunities. Moreover, the HRS working with T is SSI/SSDI Outreach, Access and Recovery (SOAR)-certified, which has been instrumental in facilitating her application for disability benefits through the SSI/SSDI Outreach, Access, and Recovery program. This certification underscores our commitment to providing comprehensive support, enhancing T’s access to vital social security benefits.

As T continues her education and seeks employment, our agency remains actively involved in her journey, coordinating medical and mental health services to support her holistic well-being. This case exemplifies the transformative potential of targeted community support and skilled case management in navigating the complexities faced by individuals experiencing homelessness.



# COMMUNITY SERVICES & HOUSING *By the Numbers*

173

Identified Community Partnerships

4,859

Housing Hotline calls were successfully addressed from individuals seeking assistance with their housing needs.

1,579

Individuals in need of assistance were successfully enrolled in our programs, providing them with the resources and support necessary to overcome challenges and achieve self-sufficiency.

40

Veteran Households were assisted with \$86,500 in housing support assistance through our partnership with Mid Michigan Community Action and the Supportive Services for Veterans (SSVF) Program.

188

Individuals in the past year were provided emergency shelter hotel accommodations, at a cost of \$162,000.

190

Individuals received \$147,438 in emergency service assistance including housing prevention, rapid re-housing, emergency shelter, and financial support.



# Program Highlights

## Foster Grandparents



The Foster Grandparent Program exists for the dual purpose of engaging persons 55 and over, particularly those with limited incomes, in volunteer service to meet critical community needs; to provide a high-quality experience that will enrich the lives of the volunteers; and to provide supportive, person-to-person services to children with exceptional or special needs.



### FGP By the Numbers

**419**

**Children received supportive, one-on-one mentoring.**

**52**

**Low-income persons aged 55 and over served as volunteers.**

**35**

**Local school classrooms, preschools, and Head Start programs hosted Foster Grandparents.**

**949**

**Children benefit from intergenerational programming.**

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# Program Highlights

## Senior Companions

### Making a Difference

Rhonda (right) has been a client for two years. She feels she was blessed with Julie, her Senior Companion. Rhonda has severe arthritis, and it makes it very difficult to hold her head up or to use her arms and hands. Julie visits Rhonda one day a week for 5 hours and assists her with things she struggles to do. Rhonda always smiles after Julie decorates for the holidays, assisting her with writing out greeting cards, sorting through her massive collection of angels, and making her lunch or visiting the local restaurant.

These two have become inseparable friends. You can feel the love shared for each other when talking to them personally. Rhonda calls Julie when she is feeling down, and Julie listens because she cares. Sometimes all the client needs is for someone to listen to them. This is a wonderful trait all the volunteers exemplify.



### SCP By the Numbers

26

**Low-income persons aged 55 or over served as volunteers.**

113

**Older adults with varying needs were provided companionship to maintain independence.**

6

**The residents of six nursing homes are also receiving the benefit of the SC Program with weekly visits from several volunteers.**

33

**Older adults that don't want in-person visits are receiving phone calls through our Telephone Reassurance Program.**

# Program Highlights

## 0 - 5 Head Start



EightCAP operates Head Start and Early Head Start programming within the boundaries of Gratiot, Ionia, Isabella and Montcalm counties and the Ionia County Intermediate School District (ICISD), Montcalm Area Intermediate School District (MAISD), and the Gratiot-Isabella Regional Education Service District (GIRESD). Additionally, EightCAP offers Early Head Start center-based programming in Clinton County.

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### HS By the Numbers

4 Counties  
(Gratiot, Ionia,  
Isabella,  
Montcalm)

17 Sites

30 Classrooms  
(22 full-day, 8  
part-day)

631 =  
Funded  
Enrollment

97% Average  
Monthly  
Enrollment

### EHS By the Numbers

5 Counties  
(Clinton, Gratiot,  
Ionia, Isabella,  
Montcalm)

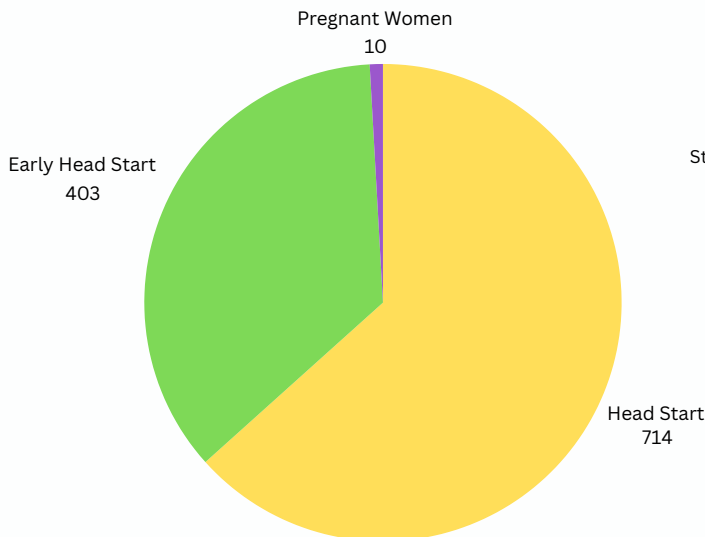
5 Full-day  
Classrooms

19 Home  
Visitors

268 =  
Funded  
Enrollment

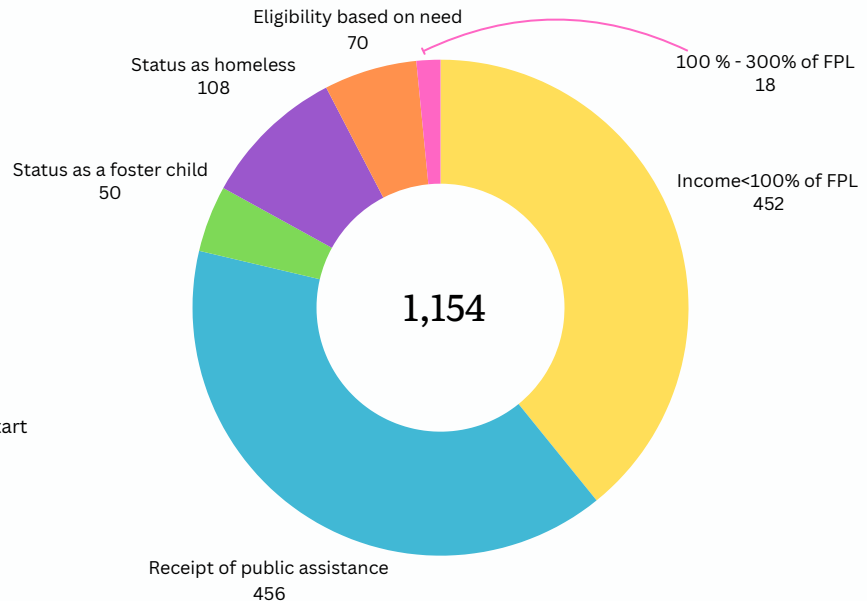
96% Average  
Monthly  
Enrollment

### Enrollment by Program



Cumulative Enrollment = 1154

### Eligibility by Type



# 0-5 HS School Readiness

Head Start views school readiness as children possessing the skills, knowledge, and attitudes necessary for success in school and for later learning and life. Positive early learning environments that include relationships based on trust, encouragement, and appropriate expectations throughout the five central domains: Approaches to Learning; Social and Emotional Development; Language and Literacy; Cognition; and Perceptual, Motor, and Physical Development, are critical elements of school readiness.

EightCAP's school readiness goals are aligned with the Head Start Early Learning Outcomes Framework (HSELOF), the Michigan Early Childhood Standards for Quality Prekindergarten, Creative Curriculum for Preschool, and Creative Curriculum for Infants, Toddlers, and Twos. The following chart illustrates the percentage of Head Start and Early Head Start children that met or exceeded the program's school readiness goals in each of the five central domains in 2022-23.



Central Domains	EightCAP, Inc. School Readiness Goals	Early Head Start	Head Start
Approaches to Learning	Children and families will engage in learning to acquire knowledge, learn new skills and achieve goals.	96%	95%
Social and Emotional Development	Children and families will express, recognize, and manage their own emotions in order to create and sustain positive relationships with others.	95%	93%
Language and Literacy	Children will expand their receptive and expressive language to establish a foundation for reading and writing.	93%	93% (Language) 85% (Literacy)
Cognition	Children will experiment with the world around them to gain complex cognitive abilities, including mathematic strategies and emerging scientific reasoning skills.	92%	83%
Perceptual, Motor, and Physical Development	Children will enhance their well-being by exploring their environment and investigating objects in the world around them.	96%	98%

# 0-5 HS Parent Involvement

The Positive Solutions for Families® parenting curriculum utilizes the Pyramid Model for supporting social emotional competence in infants and young children. The curriculum consists of a series of six modules, developed by the Center on the Social Emotional Foundations for Early Learning (CSEFEL), focused on promoting children’s social and emotional skills, understanding problem behavior, and using positive approaches to help children learn appropriate behavior. 100% of families reported they have used information from the curriculum.



## What our parents had to say...

“We have been giving choices that we are okay with and then letting the children choose.”

“I try to use words to describe what I think he is feeling when he is upset.”

“It has been easier to stop and calm down before reacting to things.”

“It’s helping us bond with the children. I understand their behavior and realize that they are not acting out to upset me.”

“Our relationship is getting closer. They [children] feel more free to speak.”

One parent reported that they have noticed better moods since using the ideas from the group.

1,219

volunteers provided valuable services to the 0-5 Head Start program.



23

parent events were planned using Family Partnership data including:  
12 Parenting Skills Sessions  
5 Life Skills Education Events  
4 Fatherhood Support Sessions  
2 Community Engagement Events

85

families received parenting education services.

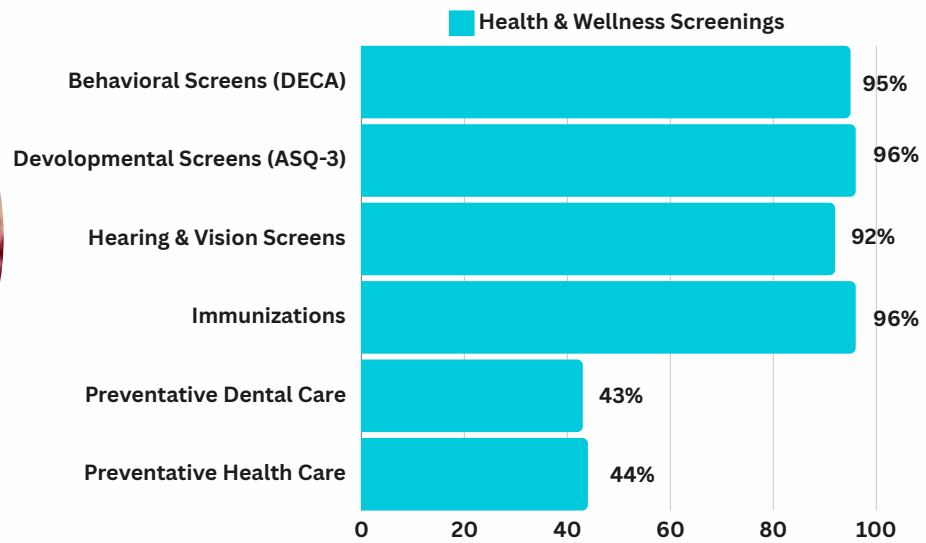


197

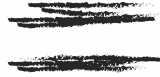
fathers/father figures engaged in family goal setting.



# 0-5 HS Health & Wellness



The Child and Adult Care Food Program (CACFP) provided



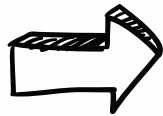
**49,393 breakfasts**  
**61,730 lunches**  
**48,697 snacks**

**79**



participants were served by the Mental Health Coordinator (HS) or Mental Health Consultant (EHS)

**99%**



of children and pregnant women have health insurance.

**99%**



of children have an ongoing source of continuous, accessible health care.

**86%**



of children have continuous, accessible dental care.

# Program Highlights

## Weatherization Assistance Program



EightCAP's Weatherization Assistance Program (WAP) is a federally funded, residential energy conservation program that provides free home energy conservation services to low-income Michigan homeowners and renters.

**Services may include wall insulation, attic insulation and ventilation, foundation insulation, air leakage reduction, smoke detectors, compact fluorescent light bulbs, and dryer venting.**



## Making a Difference

### Letter from a client

“I am so glad that I was offered and accepted help from EightCAP Inc. Weatherization. My old house had fallen into a state of disrepair of late and I felt a bit overwhelmed by everything that needed to be done to get it back in shape. Turned back into the house I could be proud of. Other than my son my house means more to me than anything else in this world. I did not know where to start. I had no idea what improvements they could make for me, but after going through a few years of tough times, I figured it was a good place to start. They inspected my house and decided I needed a new furnace and water heater. They insulated my attic and crawl space. They have done so much for me and my old house that I can't thank them enough and feel energized to have even more improvements made and make my home the best house it can be once again.”



# Program Highlights

## Weatherization

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### WX By the Numbers

37 homes were weatherized, creating energy-efficiency savings for individuals in those homes.

**37**  
Homes



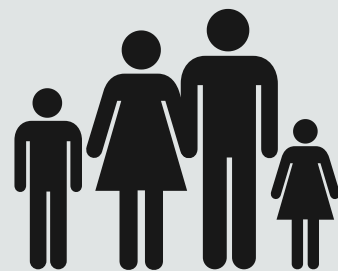
Seventeen homes were occupied by elderly individuals.

**17**  
Homes



Sixteen homes were occupied by disabled individuals.

**16**  
Homes



Fourteen homes were occupied by families with children.

**14**  
Homes

# Financial Highlights

10/01/22 to 09/30/23

	Community Services Block Grant	\$ 935,876
	Community Services Emergency Fund	6,140
+	Court Appointed Special Advocate	186,512
+	Diaper Bank	122,750
+	Early Head Start	3,326,626
+	Early Head Start - American Rescue Plan (ARP) (COVID-19)	67,640
+	Emergency Food and Shelter National Board Program	22,514
	Emergency Food and Shelter National Board Program - ARPAR	57,863
	Emergency Shelter Program (Salvation Army)	180,000
	Family Re-Housing Program (HUD)	376,000
	Foster Grandparents - Corporation for National Service	226,701
	Foster Grandparents - Michigan Aging & Adult Services Agency	146,138
	Greenville Optimist Camp for People with Disabilities	44,081
	Head Start	7,756,971
	Head Start - American Rescue Plan (ARP) (COVID-19)	556,554
	Head Start - Child Care Food Program	436,616
	Head Start - Great Start Readiness	136,898
	HUD Continuum of Care (CofC)	198,516
	Isabella County Ministerial Association	1,895
	Montcalm County Food Drive	25,090
	MSHDA Coordinated Entry System Services (HUD)	50,637
	MSHDA CRF COVID Emergency Rental Assistance (CERA)	395,526
	MSHDA Emergency Housing Voucher	2,806
	MSHDA Homeless Prevention Program (HPP)	21,089
	MSHDA Emergency Solutions Grant	588,908
	MSHDA Emergency Solutions Grant - CARES (COVID-19)	60,033
	Senior Companion Program - Corporation for National Service	86,958
	Senior Companion Program - Michigan Aging & Adult Services Agency	77,882
	Supportive Services for Veterans Families	273,789
	Threshold Academy Scholarship Fund	59
	The Emergency Food Assistance Program	3,129
	The Emergency Food Assistance Program - Commodities (Value of commodities distributed)	23,591
	Veterans Support Fund	4,068
	Walk for Warmth	48,793
	Weatherization	565,151
	Weatherization - Bipartisan Infrastructure Law (BIL)	2,299
	Weatherization - Deferral Reduction	2,540
	Weatherization - Energy Optimization	31,864
	Weatherization - LIHEAP	282,576
	<b>TOTAL</b>	<b>\$ 17,333,079</b>

# Our Partners

American Legion Auxiliary Unit 203  
Consumers Energy  
Corporation for National & Community Service  
Donations from Area Businesses & Individuals  
DTE Energy  
Extruded Aluminum Corporation  
Greenville Area Community Foundation  
Greenville Optimist Club  
Huntington National Bank  
Ionia County Intermediate School District  
Isabella County Ministerial Association  
Mercantile Bank  
Meijer, Inc.  
Michigan Aging & Adult Services Agency  
Michigan Court Appointed Special Advocates (CASA)  
Michigan Department of Education  
Michigan Department of Health & Human Services  
Michigan State Housing Development Authority  
Mid Michigan Community Action Agency  
Montcalm County  
Montcalm County Juvenile Court  
Smiles for Life Foundation  
The Salvation Army  
U.S. Department of Health & Human Services  
U.S. Department of Homeland Security  
U.S. Department of Housing & Urban Development  
United Way of Montcalm and Ionia Counties



An independent audit completed by Rehmann Robson, for the year ending September 30, 2023, resulted in an unmodified opinion. This audit provides assurance that the financial statements are free of material misstatement and reviews the internal control over financial reporting for compliance with certain provisions of laws, regulations, contracts, and grant agreements. The annual Agency audit revealed solid administrative and fiscal management practices over financial statements and federal awards. No deficiencies or instances of noncompliance were found.

According to the FY2022-2023 audited financial statements, EightCAP's administrative expense amounted to 8.3% of total expense. As a result, 91.7% of total funding directly benefited the programs administered by the Agency.

## Acronyms

ARPAN - American Rescue Plan Act Regular  
CARES - Coronavirus Aid, Relief, and Economic Security  
CofC - Continuum of Care  
COVID-19 - Coronavirus Disease 2019  
CRF - Coronavirus Relief Fund  
HUD - Housing & Urban Development  
LIHEAP - Low Income Home Energy Assistance Program  
MDHHS - Michigan Department of Health & Human Services  
MSHDA - Michigan State Housing Development Authority



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EightCAP, Inc. is an equal opportunity employer/program.  
Auxiliary aids and services are available upon request for  
individuals with disabilities.