

# ANNUAL REPORT 2020 - 2021

## 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 we are dedicated to helping people help themselves and each other.

**EightCAP, Inc.**

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Orleans, MI 48865-8603

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Web: [www.8cap.org](http://www.8cap.org)



# GOVERNING BOARD

EightCAP is governed by a 15-member board comprised of individuals from the low-income, public, and private sectors from Gratiot, Ionia, Isabella, and Montcalm counties. These individuals volunteer their time to lead the organization by establishing its mission and overseeing the programmatic, financial, and governance activities that EightCAP engages in.

## EightCAP Governing Board Members

(September 30, 2021)

### Gratiot County

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

### Isabella County

Steve Rivers, Consumer Sector  
Matthew Miller, Private Sector  
James Moreno, Public Sector (Treasurer)

### Ionia County

Glenna Scofield, Consumer Sector  
David Seppala, Private Sector  
Georgia Sharp, Public Sector

### Montcalm County

Renae Caudill, Consumer Sector (Secretary)  
Lori Wilson-Mazzola, Private Sector  
Jeremy Miller, Public Sector

### At-Large

Mindy Train, Consumer Sector (Head Start Policy Council)  
Doug McFadden, Private Sector (Vice-Chair)  
Yvette Clark, Public Sector

# WHO WE ARE

## Our Vision

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

## Our 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.

## Our Values

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

# PRESIDENT'S INTRODUCTION

Dear Reader/Community Member:

The EightCAP, Inc. Governing Board and I are proud to present this annual report that reflects many efforts delivered to the Central Michigan community during the period of October 1, 2020, through September 30, 2021.

During this time, John VanNieuwenhuyzen, former EightCAP, Inc. President, returned to the helm to lead the Agency and staff through the COVID-19 Pandemic. His genuine passion for the Community Action Promise was a critical support as our programs adapted to providing services in a safe environment. John retired for a second time in October 2021. We thank him again for his service and wish him happy retirement blessings.

This report will show that, even though the Pandemic continued to disrupt our normal working environment, EightCAP forged ahead to meet community needs by providing critical resources through adaptive and innovative methods. These efforts highlight the commitment staff have for their communities. Additionally, the Agency continued to meet the Organizational Standards and completed its triennial Community Needs Assessment. Using that report, a team of Governing Board members and Agency staff used a virtual platform to develop a strategic plan through 2024. Looking forward, EightCAP has committed to Enhance Organizational Capacity, Strengthen Our Brand, Leverage Partnerships, Increase Customer Access, and Strategically Focus on a Post-Pandemic community.

While we are unsure what challenges will come next, I do know that our talented team and Board will be ready to respond.



Lori Johnson, President

# STRATEGIC HIGHLIGHTS



## STRATEGIC PLAN 2021-2024

### 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.

### VISION

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

### VALUES

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

**STRATEGIC RESULT:** A strong, stable, and cohesive agency that uses collaboration, awareness, and adaptive programs to empower its community toward greater self-sufficiency.

### STRATEGIC FOCUS



BASIC NEEDS



ORGANIZATIONAL CAPACITY



EDUCATION



HOUSING



AWARENESS

### PRIORITIES & STRATEGIES

Enhance Organizational Capacity	Strengthen Brand	Leverage Partnerships	Strategically Focus on Post-Pandemic	Increase Customer Access
<ul style="list-style-type: none"> <li>Identify methods/personnel for the purpose of creating trainings and enhancing the awareness of the full capacity of the Agency.</li> <li>Identify grant opportunities/develop grant writing skills to enhance the capacity of the Agency.</li> <li>Use technology in creative ways to the fullest extent possible to enhance the Agency's capacity.</li> </ul>	<ul style="list-style-type: none"> <li>Develop a PR plan for brand exposure to clients and public.</li> </ul>	<ul style="list-style-type: none"> <li>Increase intentional collaborations within the community.</li> <li>Enhance existing relationships within the community.</li> <li>Secure opportunities within the community to better support our programs.</li> </ul>	<ul style="list-style-type: none"> <li>Continuously utilize data to drive decision-making.</li> <li>Develop methodologies to enhance electronic delivery and staff efficiencies.</li> <li>Provide programs and staff resources to support a post-pandemic community.</li> </ul>	<ul style="list-style-type: none"> <li>Identify and use all available points of contact that customers have access to.</li> <li>Enhance our technology to increase access to our programs and services.</li> <li>Develop a universal service entry front end to increase ease of access.</li> </ul>

Adopted 1-22-2021



# FINANCIAL HIGHLIGHTS

Commodities (value of commodities distributed)	\$	235,997
Community Services Block Grant		764,707
Community Services Block Grant - CARES (COVID-19)		386,321
Community Services Emergency Fund		3,649
Court Appointed Special Advocate		39,675
Consumers Energy Programs		180
Early Head Start		3,085,340
Early Head Start - CARES (COVID-19)		105,325
Early Head Start - CRRSA (COVID-19)		47,573
Early Head Start - American Rescue Plan (ARP) (COVID-19)		41,324
Emergency Food and Shelter National Board Program		48,817
Emergency Food and Shelter National Board Program - CARES (COVID-19)		31,659
Emergency Shelter Program (Salvation Army)		144,400
Family Re-Housing Program (HUD)		286,463
Foster Grandparents - Corporation for National Service		190,807
Foster Grandparents - Michigan Aging & Adult Services Agency		175,037
Greenville Optimist Camp for People with Disabilities		3,121
Head Start		6,535,899
Head Start - CARES (COVID-19)		77,796
Head Start - CRRSA (COVID-19)		109,966
Head Start - American Rescue Plan (ARP) (COVID-19)		95,823
Head Start - Child Care Food Program		173,289
Head Start - Great Start Readiness		112,840
HUD Continuum of Care (CofC)		94,177
Isabella County Ministerial Association		665
MDHHS Michigan Energy Assistance Program		100,000
MDHHS Michigan Energy Assistance Program - LIHEAP		10,000
MDHHS Water-Coronavirus Relief Fund Emergency Services		12,950
MDHHS Coronavirus Relief Fund Emergency Services		103,502
MDHHS Coronavirus Relief Fund Water & Plumbing		49,373
MDHHS Quarantine Box Coronavirus Aid, Relief		35,000
MDHHS Coronavirus Relief Fund Digital Divide		171,527
Michigan Balance of State CofC		6,458
Montcalm County Food Drive		33,540
Montcalm County Love in Action		1,127
MSHDA Coordinated Entry System Services (HUD)		52,771
MSHDA CRF COVID Emergency Rental Assistance (CERA)		2,604,356
MSHDA Emergency Solutions Grant		292,896
MSHDA Emergency Solutions Grant - CARES (COVID-19)		252,709
MSHDA Eviction Diversion Program - (COVID-19)		517,622
Senior Companion Program - Corporation for National Service		92,592
Senior Companion Program - Michigan Aging & Adult Services Agency		84,825
Supportive Services for Veterans Families		283,138
Threshold Academy Scholarship Fund		1,251
The Emergency Food Assistance Program		51,120
Veterans Support Fund		792
Victims of Crime Assistance		131,472
Walk for Warmth		16,124
Weatherization		469,086
Weatherization - Energy Optimization		38,315
Weatherization - LIHEAP		324,500

<b>TOTAL</b>	<b>\$</b>	<b>18,527,898</b>
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# FINANCIAL HIGHLIGHTS

## FUNDING SOURCES

Consumers Energy  
Corporation for National & Community Service  
Donations from Area Businesses & Individuals  
DTE Foundation  
Greenville Area Community Foundation  
Greenville Optimist Club  
HomeWorks Tri-County Electric Cooperative  
Huntington Foundation  
Ionia County Intermediate School District  
Ionia - Montcalm Department of Human Services Board  
Isabella County Ministerial Association  
Knights of Columbus  
Meijer, Inc  
Michigan Aging & Adult Services Agency  
Michigan Balance of State CofC  
Michigan Community Action Agency Association  
Michigan Department of Education  
Michigan Department of Health & Human Services  
Michigan State Housing Development Authority  
Mid-Michigan Community Action Agency  
Montcalm County Juvenile Court  
Parker Hannifin Foundation  
Smiles for Life Foundation  
The Salvation Army  
Tri-County Electric People Fund  
U.S. Department of Health & Human Services  
U.S. Department of Homeland Security  
U.S. Department of Housing & Urban Development  
United Way of Gratiot and Isabella Counties  
United Way of Montcalm and Ionia Counties

## ACRONYMS

**CAA** - Community Action Agency

**CARES** - Coronavirus Aid, Relief, and  
Economic Security

**COVID-19** - Coronavirus Disease 2019

**CRF** - Coronavirus Relief Fund

**CRRSA** - Coronavirus Response and Relief  
Supplemental Appropriations

**HUD** - Housing & Urban Development

**LIHEAP** - Low Income Home Energy  
Assistance Program

**MCAAA** - Michigan Community Action Agency  
Association

**MDHHS** - Michigan Department of Health &  
Human Services

**MSHDA** - Michigan State Housing  
Development Authority



# OPERATING HIGHLIGHTS

## COURT APPOINTED SPECIAL ADVOCATE (CASA)

In the past year, the Montcalm CASA program utilized 29 volunteers and advocated for 60 children involved in abuse and neglect cases in the Montcalm County Juvenile Court during. Volunteers conducted 663 visits with the children they served, dedicating a total of 2,673 volunteer hours. Montcalm CASA adheres to all program requirements as set forth by both the National CASA Association and the Michigan CASA Association, ensuring a quality program in compliance with all laws, regulations, and standards. CASA staff continue to recruit, train, and supervise volunteers and to advocate in the community consistently for child abuse awareness and prevention. Staff continue to effectively utilize CASA Manager, a case management software program, to track case details, outcomes, volunteer hours, and to accurately generate statistical reports and meet all grant reporting requirements.



# OPERATING HIGHLIGHTS

## COMMUNITY SERVICES AND HOUSING

### Program At-a-Glance

The Community Services and Housing Department work with individual and families to provide options to solve their emergency shelter, food, utility, and transportation needs. The Community Services Block Grant (CSBG) helps to support these efforts by providing funding that supports programs that work to improve living conditions, increase self-sufficiency, and build stronger communities and families. Housing Program funding is provided by HUD, MDHHS, MMCAA, MSDHA, and the Salvation Army.

437 IDENTIFIED COMMUNITY PARTNERS	47 VETERAN HOUSEHOLDS ASSISTED WITH SSVF PROGRAMMING	1506 INDIVIDUALS AVOIDED EVICTION
87,183 VOLUNTEER HOURS DONATED TO THE AGENCY	3,932 CALLS ANSWERED FOR HOUSING RESOURCES	103 HOUSEHOLDS ASSISTED WITH WATER ARREARAGES
\$243,709 DELIVERED TO FAMILIES IN CRISIS	\$2,285,290.32 PROVIDED IN EMERGENCY RENTAL ASSISTANCE	\$135,922.56 PROVIDED IN UTILITY ASSISTANCE

### Successful Outcomes

Derald was a client of EightCAP's SSVF program in 2020. He was living in his truck during a harsh Michigan winter with a broken heater. With rapid intervention, the SSVF program was able to get him into safe temporary housing. Derald was soon permanently housed with SSVF financial assistance, and with the coordination of care done by the SSVF caseworkers, he received successful treatment for PTSD, VA, and Social Security disability, and is now happy and stable.

# OPERATING HIGHLIGHTS



**AmeriCorps  
Seniors**

## FOSTER GRANDPARENTS

- 56 low-income persons aged 55 and better served as volunteers in EightCAP's Foster Grandparent Program.
- 422 children received supportive, one-on-one mentoring through the Foster Grandparent Program.
- 35 local school classrooms, preschools, and Head Start programs hosted Foster Grandparents.
- 779 children benefited from intergenerational programming.



## SENIOR COMPANIONS



- 18 low-income persons aged 55 and OVER served as volunteers in EightCAP's Senior Companion Program.
- 145 older adults with varying needs were provided companionship to maintain independence through the Senior Companion Program.
- AmeriCorps Seniors Program staff developed virtual opportunities for volunteers to engage with one another and with staff during the Pandemic so that volunteers could continue to meet the program objectives of receiving monthly in-service training.



# OPERATING HIGHLIGHTS

## 0-5 HEAD START

### Program At-a-Glance

EightCAP, Inc. is a Community Action Agency designated to serve the counties of Gratiot, Ionia, Isabella, and Montcalm in the central portion of the lower peninsula of Michigan. EightCAP operates Head Start and Early Head Start programming within the boundaries of these four 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.

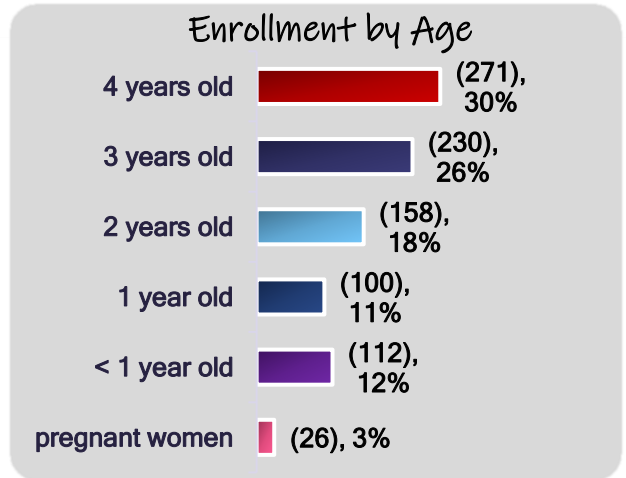
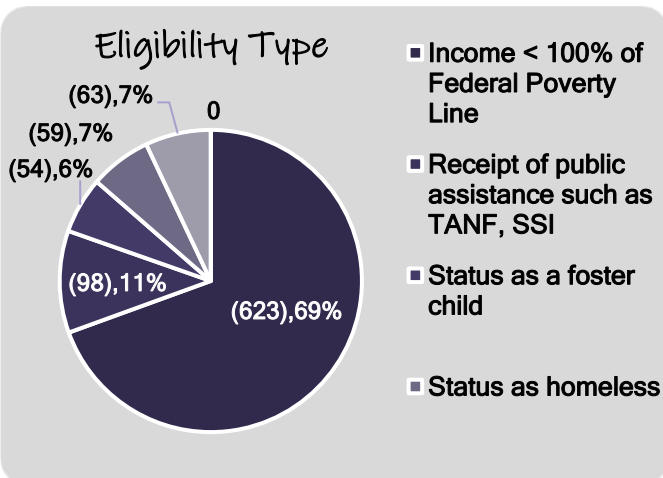
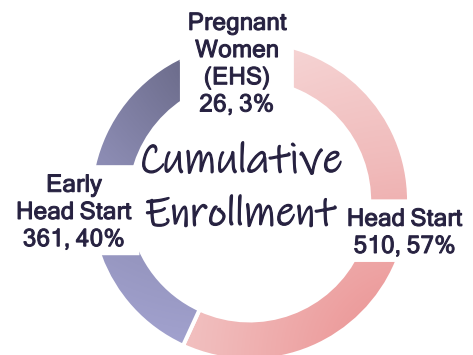


### Head Start

- 4 Counties (Gratiot, Ionia, Isabella, Montcalm)
- 18 Sites

### Early Head Start

- 5 Counties (Clinton, Gratiot, Ionia, Isabella, Montcalm)
- 4 Sites
- 4 Full-Day Classrooms
- 22 Home Visitors
- Funded Enrollment: 268



# OPERATING HIGHLIGHTS

## 0-5 HEAD START (cont'd)

### 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 2020-21.



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.	100%	96%
Social and Emotional Development	Children and families will express, recognize, and manage their own emotions to create and sustain positive relationships.	96%	96%
Language and Literacy	Children will expand their receptive and expressive language to establish a foundation for reading and writing.	91%	95% (Language)
			83% (Literacy)
Cognition	Children will experiment with the world around them to gain complex cognitive abilities, including mathematic strategies and emerging scientific reasoning skills.	91%	88%
Perceptual, Motor, and Physical Development	Children will enhance their well-being by exploring their environment and investigating objects in the world around them.	96%	99%

# OPERATING HIGHLIGHTS

## 0-5 HEAD START (cont'd)

### Parental 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.

**88%** of families reported they used information from the curriculum.



- "I love this zoom meeting! It gives you the opportunity to listen to the struggles other parents are facing, and you feel less alone or less crazy!"

- "This is a great group with lots of ideas to help my little one."

- "I like the idea of labeling emotions. I never thought to really teach those words to her before."

- "It's always good to see what she does in school because she really enjoys school. Allowing me to be a part of that has been a great way to keep [child] excited about learning and give us something to look forward to and discuss."

### Additional Highlights

- **1,189** volunteers provided valuable services to the 0-5 Head Start program.
- **43** parent events were planned using Family Partnership data including:
  - **30** Parenting Skills Sessions
  - **7** Life Skills Education Events
  - **6** Kinship Support Sessions
- **133** families received parenting education services.
- **122** fathers/father figures engaged in family goal setting.

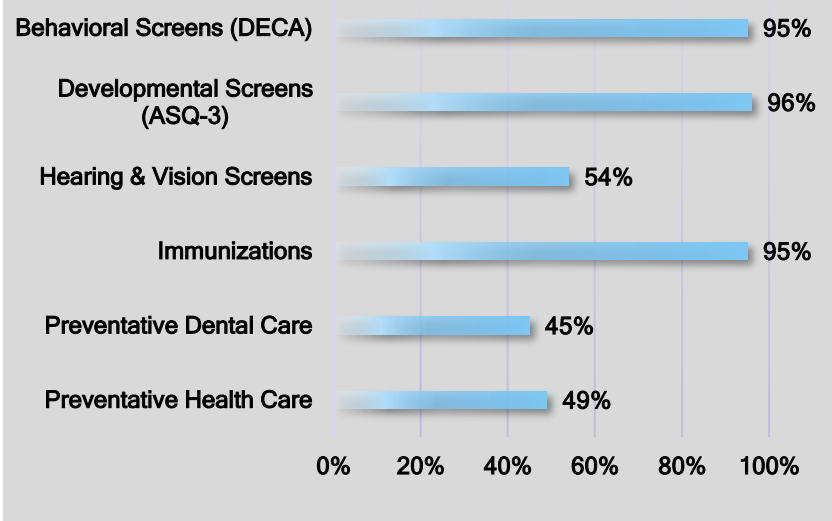
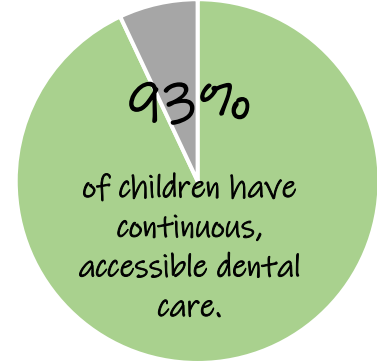
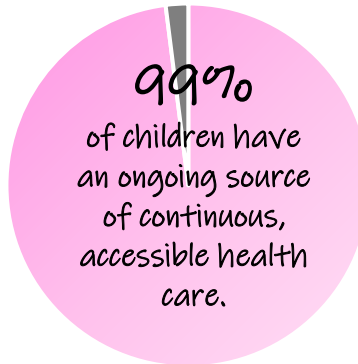
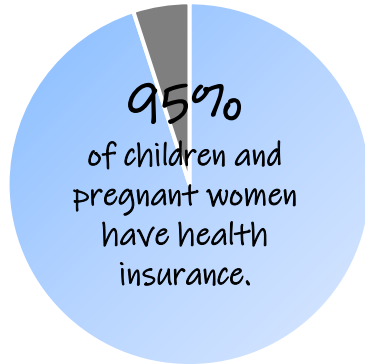




# OPERATING HIGHLIGHTS

## 0-5 HEAD START (cont'd)

### Health & Wellness



### Additional Information

- Participation in the Child and Adult Care Food Program (CACFP) allowed for the provision of the following meals:
  - 9,610 Breakfasts;
  - 16,497 Lunches; and
  - 10,685 Snacks.
- 52 participants were served by the Mental Health Coordinator (HS) or Mental Health Consultant (EHS).





# OPERATING HIGHLIGHTS

## 0-5 HEAD START (cont'd)

### Funding Received & Fiscal Monitoring

Funding Received (Fiscal Year 10/1/20 – 9/30/21)										
U.S. Department of Health & Human Services	HS/EHS Annual Grant		HS/EHS CARES Grant		HS/EHS CRRSA Grant		HS/EHS ARP Grant		Total Funding	
- Head Start Program Operations	\$6,447,813	65.1%	\$77,796	49.4%	\$109,966	69.8%	\$95,823	60.8%	\$6,731,399	64.8%
- Head Start Training & Technical Assistance	\$88,037	0.9%	\$0	0.0%	\$0	0.0%	\$0	0.0%	\$88,037	0.8%
- Early Head Start Program Operations	\$3,004,122	30.3%	\$105,325	66.9%	\$47,573	30.2%	\$41,324	26.2%	\$3,198,344	30.8%
- Early Head Start Training & Technical Assistance	\$78,950	0.8%	\$0	0.0%	\$0	0.0%	\$0	0.0%	\$78,950	0.8%
- Head Start/Early Head Start Program Income	\$2,318	0.02%	\$0	0.0%	\$0	0.0%	\$0	0.0%	\$2,318	0.0%
<b>Total Funds Received U.S. DHHS</b>	<b>\$9,621,239</b>	<b>97.1%</b>	<b>\$183,121</b>	<b>100.0%</b>	<b>\$157,540</b>	<b>100.0%</b>	<b>\$137,148</b>	<b>100.0%</b>	<b>\$10,099,047</b>	<b>97.2%</b>
U.S. Department of Agriculture - CACFP	\$173,289	1.7%	\$0	0.0%	\$0	0.0%	\$0	0.0%	\$173,289	1.7%
Michigan Department of Education - GSRP	\$112,840	1.1%	\$0	0.0%	\$0	0.0%	\$0	0.0%	\$112,840	1.1%
<b>Total Funds Received (10/1/20 - 9/30/21)</b>	<b>\$9,907,368</b>	<b>100%</b>	<b>\$183,121</b>	<b>100%</b>	<b>\$157,540</b>	<b>100%</b>	<b>\$137,148</b>	<b>100%</b>	<b>\$10,385,176</b>	<b>100%</b>
<b>Head Start/Early Head Start Non-Federal Match</b>										
- Donated Services & Materials	\$1,837,600		\$0		\$0		\$0		\$1,837,600	

## INDEPENDENT AUDIT

(Year Ending September 30, 2021)

An independent audit, completed by Rehmann Robson, for the year ending September 30, 2021, 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.

## ACRONYMS

**ARP:** American Rescue Plan (COVID-19 Funding)

**CACFP:** Child and Adult Care Food Program

**CARES:** Coronavirus Aid, Relief and Economic Security (Covid-19 Funding)

**CRRSA:** Coronavirus Response and Relief Supplemental Appropriations Act (Covid-19 Funding)

**GSRP:** Great Start Readiness Program

# OPERATING HIGHLIGHTS

## 0-5 HEAD START (cont'd)

### Fiscal Year 2021 Budget & Office of Head Start Monitoring Review

FY 2021 Budget (1/1/21 – 12/31/21)										
U.S. Department of Health & Human Services										
Head Start/ Early Head Start	HS/EHS Annual Grant		HS/EHS CARES Grant		HS/EHS CRRSA Grant		HS/EHS ARP Grant		Total Funding	
Personnel - Salaries & Wages	\$6,263,263	60.9%	\$220,600	26.8%	\$0	0.0%	\$314,000	28.1%	\$6,797,863	54.3%
Fringe Benefits	\$2,240,889	21.8%	\$56,700	6.9%	\$0	0.0%	\$120,576	10.8%	\$2,418,165	19.3%
Contracted Services	\$288,661	2.8%	\$0	0.0%	\$0	0.0%	\$0	0.0%	\$288,661	2.3%
Occupancy/Telephone & Internet	\$531,906	5.2%	\$273,235	33.3%	\$108,400	38.5%	\$200,000	17.9%	\$1,113,541	8.9%
Supplies	\$155,539	1.5%	\$271,150	33.0%	\$26,446	9.4%	\$418,125	37.4%	\$871,260	7.0%
Equipment	\$97,562	0.9%		0.0%	\$146,560	52.1%	\$17,227	1.5%	\$261,349	2.1%
Travel	\$505,600	4.9%	\$0	0.0%	\$0	0.0%	\$0	0.0%	\$505,600	4.0%
Staff Development	\$70,864	0.7%	\$0	0.0%	\$0	0.0%	\$0	0.0%	\$70,864	0.6%
Other	\$133,783	1.3%	\$0	0.0%	\$0	0.0%	\$48,800	4.4%	\$182,583	1.5%
<b>Total Expenditures</b>	<b>\$10,288,067</b>	<b>100%</b>	<b>\$821,685</b>	<b>100%</b>	<b>\$281,406</b>	<b>100%</b>	<b>\$1,118,728</b>	<b>100%</b>	<b>\$12,509,886</b>	<b>100%</b>
Head Start/Early Head Start Non-Federal Match	\$0		\$0		\$0		\$0		\$0	

### Office of Head Start Monitoring Review

The Office of Head Start conducted a Focus Area One (FA1) review in March 2020. The HS/EHS program was found to be in compliance with all Federal requirements as outlined in the Head Start Program Performance Standards and the Head Start Act. Additionally, strengths were identified in several areas of the review including Education and Child Development, Health Services, Family and Community Engagement, ERSEA, and Fiscal Infrastructure.



As a follow-up to the FA1 review, a Focus Area Two (FA2) review is anticipated to occur during the 2021-22 program year.

# OPERATING HIGHLIGHTS

## WEATHERIZATION

- 90 individuals benefited from energy-efficiency upgrades to their homes in the 6-county Weatherization Program service area, with 29% elderly, 28% disabled, and 24% having children under the age of 16 living within the home.
- The weatherization office received over \$20,000 in energy rebates from Consumers Energy and DTE. These funds are used towards weatherizing client's homes. This practice will continue through the 2022 program year.

The program was significantly impacted by COVID-19.

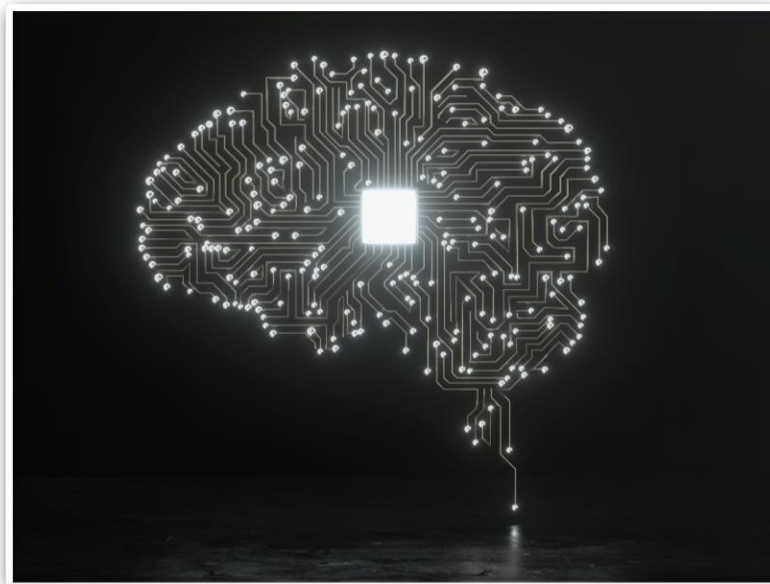
- Staff was required to operate under COVID-19 safety protocols preapproval by the State funding source before being allowed into homes.
- The Weatherization crews experienced issues with gaining access to homes, as many clients were apprehensive about exposure to the virus. Homes were delayed for weatherization services due to clients being sick or staff members being out with the virus.
- Staff limited their time within the office to try to avoid close contact and to mitigate the spread of the virus.
- COVID not only impacted the production outcomes but also created major delays and increased weatherization material costs.



# OPERATING HIGHLIGHTS

## INFORMATION TECHNOLOGY

- The Information Technology Department works with all programs to provide them with the tools to be successful. We are challenged regularly with opportunities to create new and innovative ways to help staff be more effective in their day-to-day functions and improve their ability to better assist the clients we serve. Keeping up with innovative solutions and recent technology is a rewarding but daunting task that we embrace daily.
- EightCAP, Inc. is now moved completely to Microsoft Azure (the cloud). When we upgraded our licensing to incorporate Multi Factor Authentication we obtained additional functionality which we are taking advantage of. The move to the cloud will eliminate the need for EightCAP to purchase and support in house servers. For the first time, all EightCAP users will authenticate to Active Directory within Microsoft Azure. This allows us to manage and monitor all computers more effectively.
- Microsoft Teams continues to be a vital tool for communication throughout the agency. We are exploring additional functionality within Teams to better maximize the solution. Moving our phone service away from Mitel to Teams Phone will continue to save EightCAP a great deal money. Teams Phone can be used on computers along with cellular phones and tablets. It allows staff to remain connected with clients anytime from anywhere.



# OPERATING HIGHLIGHTS

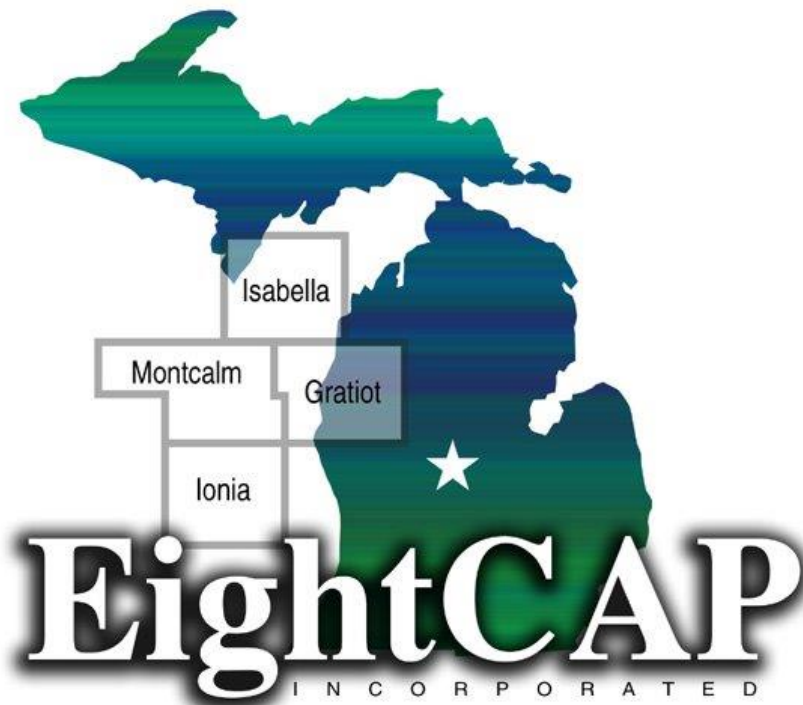
## PERSONNEL

- An EightCAP, Inc. Retirement Plan audit completed by Wipfli LLP, for the year ended December 31, 2020, showed no misstatements, adjustments, major changes, or testing issues.
- Staff returned full time to their offices on July 8, 2021, after working remotely for over a year due to COVID. The Agency implemented a procedure for weekly COVID testing/tracking of unvaccinated staff.
- At the Agency's All-Staff Training held on August 20, 2021, the Personnel Department conducted a PowerPoint training on the new Employee Web Services (EWS) time keeping system.
- The Agency's COVID-19 Sick Time Benefit Policy, implemented on July 24, 2020, in response to the Pandemic, was extended through September 24, 2021.
- The Agency President and Personnel Manager worked with attorneys at Warner Norcross and Judd to begin the process of terminating the Agency's 403(b) Retirement Plan and implementing a new 401(k) Retirement Plan. The process is expected to be complete in early 2022.
- As part of the Agency's Strategic Planning process, the Personnel Manager was charged with identifying methods/personnel for the purpose of creating trainings and enhancing the awareness of the full capacity of the Agency. Working with the Information Technology Supervisor, a staff training survey was developed for dissemination to staff. The survey results will be used to develop a training plan to be implemented in 2021-2022.



# ORGANIZATIONAL INTEGRITY

- An independent audit completed by Rehmann Robson, for the year ending September 30, 2021, 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 FY2020-2021 audited financial statements, EightCAP's administrative expense amounted to 7.1% of total expense. As a result, 92.9% of total funding directly benefited the programs administered by the Agency.
- EightCAP's Finance Department migrated to a cloud-based accounting system platform, which is much more secure and effective. Accounting information can be reached through any machine and any location, provided an individual has the right credentials to access. There is also less risk of losing data should something unfortunate happen to the physical servers.
- EightCAP implemented an electronic timekeeping system, which is way more efficient than the manual transfer and approving of paper timesheets. This system keeps all the time and attendance records in one place and reduces late time-card submissions. This system also integrates with the Payroll and Human Resources modules which allows for cross platform sharing of information.



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