

ANNUAL REPORT

MAAC's Mission is *to strengthen the social service community through Information Systems, Training, and Advocacy.*

INFORMATION SYSTEMS

MAACLink: The Next Generation

After ten years of developing MAACLink as a community information system, the MAAC Board voted to license a commercially developed software to replace the existing version.

MAAC signed a contract with Data Systems International in March 2005 to customize the Client Track software for managing emergency

assistance and homeless services.

The new MAACLink software will take us into the next decade of service to the community. It is a web based system with powerful reporting capability.

The new MAACLink fulfills all the local and federal reporting requirements.

Users at emergency

assistance agencies, utility assistance providers, HUD-funded agencies, and strength-based case managers will be able to more easily document services and manage resources.

A fall 2005 go-live date is planned.

17 New MAACLink agencies in the Kansas City Area

- First Community Outreach Center
- Missouri Department of Mental Health
- St. Elizabeth's Church
- St. Anthony's Food Pantry
- DCCCA Family Preservation Services
- Welfare Rights
- Hawthorne Place
- James Elementary School
- Blenheim Caring Communities Focus Center
- GPT-Local Area Network, Inc.
- Greenwood Families Helping Families
- BFMA HUD Housing Program
- KVC Behavioral Healthcare, Inc.
- Synergy House-Teen Shelter
- Living Bread Ministries
- reStart Homeless Drop In Center
- Centennial United Methodist Church

MAACLink Serves 206 Agencies in 8 Communities



MAAC Information and Referral

MAAC's Information and Referral Specialists responded to 20,777 calls during the fiscal year. The ten most requested services:

- Gas Assistance (7,342 calls)
- Electric Assistance (4,721 calls)
- Rental Assistance (3,723 calls)
- Food (1,055 calls)
- Housing Deposit (803 calls)
- Christmas Gifts (746 calls)
- Water Bills (677 calls)
- Agency Phone Numbers (536 calls)
- Prescription Medicine (220 calls)
- Clothing (191 calls)

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Visit the MAAC website at

www.maaclink.org



MAAC trained staff members from 55 agencies in the Kansas City metropolitan area that distribute MAAC-managed utility assistance funds.

This cooperative effort leverages privately donated utility assistance and government assistance funds to keep area households warm in the winter and cool in the summer.

MAAC trained 114 case managers in the Strength-Based case management model for breaking the cycle of homelessness.

Annual Training Conference

More than 200 assistance providers participated in a day of workshops, panel discussions, and networking at MAAC's Annual Training Conference in June 2005. This year's conference was entitled, "Compassion Begins with Us." Keynote speaker, Mike Boniello, was the keynote speaker. His session on Compassion Fatigue was one of the most popular workshops in 2004. Twenty-three sessions in five separate tracks gave participants a wide range of information opportunities.

Homeless Case Management Training

Strengths Based Case Management training evolved over the past year from an 8-hour initial training session to a 16-hour curriculum. A total of 114 individuals from the 7-county Kansas City area received training in the Strengths Based model. This successful program helps homeless clients identify their gifts and talents and set goals to parlay these gifts into income generating activities.

Forty-five of the trainees are employed at agencies that contract with MAAC for discretionary funds for program participants.



TRAINING



MAAC Agency Relations Chairs Ellen Jones and Mary Lou Greim with Jan Marcason and Mike Bionello, keynote speaker.

Utility Assistance Training

MAAC's Utility Assistance Coordinator conducted a training session for the 55 agencies that distribute MAAC-managed utility assistance funds. The session promoted networking among

non-profit providers, maximizing public and private assistance dollars through information sharing, and eligibility guidelines for program participation.



MAACLink Training

The MAACLink Training and Community Outreach Coordinator conducted 130 individual training sessions for new MAACLink users during the fiscal year.

She coordinated Cluster Group Meetings across the metro area:

Midtown: 10 meetings with 15 agencies
 Southland: 10 meetings with 10 agencies
 Northeast: 11 meetings with 14 agencies
 Independence: 11 meetings with 10 agencies
 Wyandotte County: 11 meetings with 23 agencies
 Clay/Platte County: 4 meetings with 11 agencies.

IN THE KANSAS CITY METROPOLITAN AREA, 693 OF THE HOUSEHOLDS THAT REQUIRED ASSISTANCE FROM A MAACLINK AGENCY WERE GETTING HELP FOR THE VERY FIRST TIME.

- 63% of first time recipients were White (compared to 38% of all recipients)
- 27% of first time recipients were Black (compared to 53% of all recipients)
- 7,446 people stayed in emergency shelter, including 1,566 children (age 0-18).

Advocacy for Low-Income Utility Customers

MAAC participates in the Committee to Keep Missourians Warm (CKMW) and Co-Chairs the Low-Income Utility Customers of Kansas (LUCK) advocacy groups. These groups are comprised of representatives of utility companies, State Departments for weatherization and social services, state

offices representing utility consumers, and social service agencies – working together to address issues facing low-income utility customers.

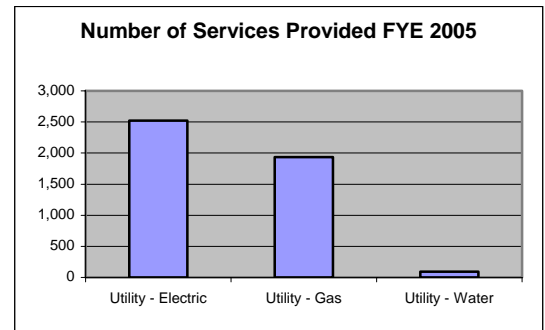
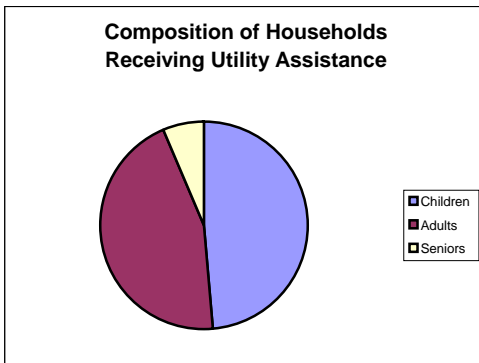
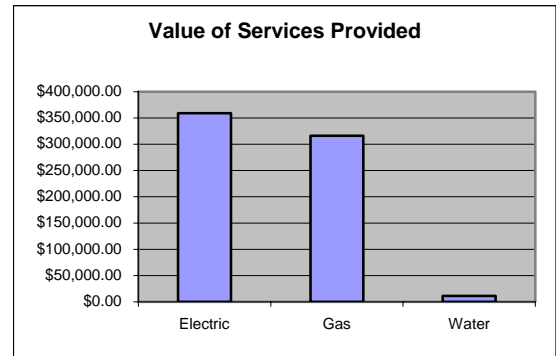
MAAC's Executive Director is on the Board of the National Fuel Funds Network that advocates nationally for utility assistance for low-income

customers.

MAAC distributes privately donated utility assistance to low-income residents of the Kansas City metropolitan area and in service territories of KCP&L and MGE. MAAC-managed utility assistance funds provided nearly \$688,000 to more than 4,000 households during the past fiscal year.



MAAC coordinated a meeting with members of Committee to Keep Missourians Warm and Rep. Emanuel Cleaver.



Advocacy for Families

MAAC's Homeless Case Management Back to School Program, provided 220 homeless children with new clothes for going back to school.

The Last Minute Christmas Program coordinated by MAAC distributed gifts and food to nearly 500 families who otherwise would have had a bleak holiday. (see photos of these projects on page 7)

MAAC received the 3rd year proceeds of a 3-year HUD grant for \$130,000 to provide a Homeless Management Information System for our community. The grant was renewed for a 4th year.

MAAC invested \$85,000 in hardware and software enhancements to MAACLink during the fiscal year.

MAAC received \$546,212 in restricted utility assistance funds and \$127,759 in funds to assist case management program participants.

FY 2004-2005 FINANCIAL RESULTS

MAAC completed its Fiscal Year ended June 30, 2005 with total general fund assets of \$360,864, including cash of \$69,620. In addition, MAAC held \$180,262 in assets designated for utility assistance and homeless case management. Designated funds are allocated to KCMO area direct social service agencies that distribute funds to eligible low income program participants.

The table and charts below depict the General Fund Support and Revenues and Expenses for MAAC for the fiscal year ended June 30, 2005.

Mid America Assistance Coalition General Fund, FY 2004-2005

Support and Revenues

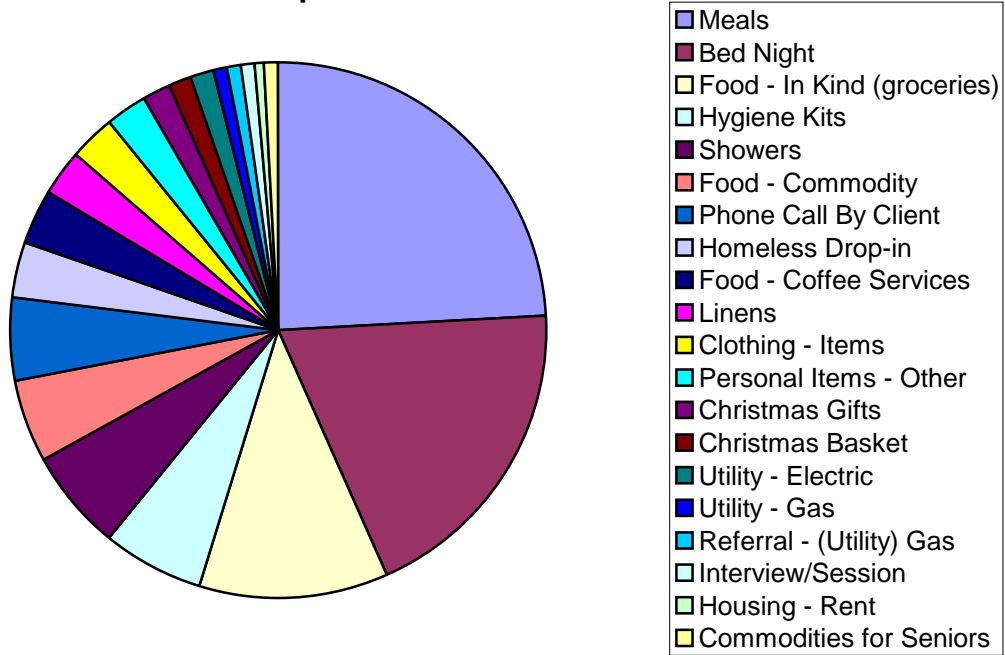
Corporate and Foundation Grants/Contributions	\$208,863	34%
Other Contributions	24,505	3%
United Way Support	37,851	6%
Government Grants	104,501	17%
Program Revenue	231,650	38%
Other Income	12,494	2%
Total Revenue and Support	\$ 616,864	100%

Expenses

PROGRAM SERVICES		
Community Resources	\$62,925	9%
Information, Referral, MAACLink	460,338	62%
Community Education/Training	86,769	12%
Community Outreach	42,111	6%
Total Program Services	\$652,144	89%
SUPPORTING SERVICES		
Management and General	\$63,109	9%
Fundraising	21,562	2%
Total Support Services	\$75,086	11%
Total Expenses	\$736,815	100%

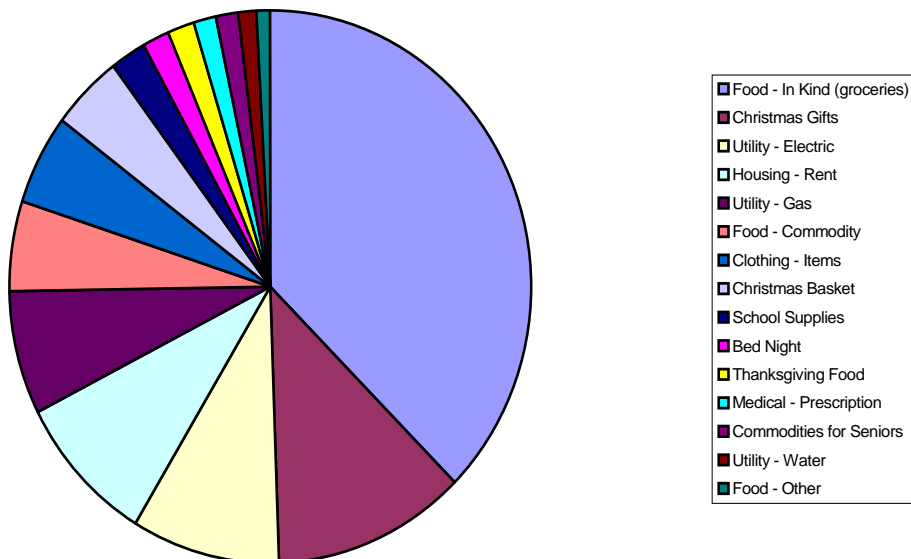
MAACLink Statistics for FY 2004-2005

Top 20 Services Provided



MAAC's Annual Statistical Report is an important source of information for public policy decisions in the Kansas City area. MAACLink data is used for resource allocation, public policy advocacy, and identifying service trends. Because of MAACLink, our community is able to respond quickly and effectively to assist low income and homeless area citizens in times of crisis.

Top 15 Services by Value



Business Contributions	Hazel Joy Dillard	Patrick M. SIRRIDGE	GKCCF - Anonymous
CarMax	Hugh and Dorothy Brown	Patsy L. Reed	GKCCF - Terry Collins Match
Coffelt Land Title	Irwin and Rita Blitt	Patty Hasselbring	GKCCF - Concern for Others
DST, Inc.	James and Carla Kaiser	Peter Newcomer	GKCCF - DST
Humana, Inc.	James and Judith Heeter	Phil Willoughby	GKCCF - DST - matching gift
It's Only Natural, Inc.	James and Kathy Sear	Phyllis Sarratt	GKCCF - Kauffman Fund for KC
J.E. Dunn Construction Company	James and Leslie Smith	R.J. and S.K. Maygar	GKCCF - Mary Ford Maurer Fund
Kansas City Power and Light	James and Patricia Whitworth	R.J. or Anita Passantino	GKCCF - match for Steve Roling
Massman Construction Company	James A. Long	Ralph and Lovina Rush	GKCCF - Paul and Dianne Shumaker Fund
Missouri Gas Energy	James J. Melching	Ralph and Marilyn Loseke Bicknell	GKCCF - Schutte Homelessness Fund
Peterson Manufacturing	Janet Brown	Randall and Jacquelyn Otto	GKCCF - Social Venture Partners
Polsinelli, Shalton, Welte, Suelthaus	Janet Lang Smith	Rebecca Loethen	H and R Block Foundation
Seaboard Corporation	Jerry and Joy Kaplan	Reynold Davis	Hall Family Foundation
	Jerry and Margaret De Leon	Richard and Alice Gutierrez	Henry Wurst Family Foundation
	Jo Ann S. Field	Richard and Betty Athey	Jewish Heritage Foundation
Individual Contributions	Jodi R. Robinson	Richard and Sylvia Brackman	Mader Foundation
Aguiar family	Joe and Mary Englert	Robert and Christine Boylan	
Alexander and Mary Kay Koenen	John and Jane Marty	Robert and Judith Perry	Government
Alice and G.E. Harmon	John and Kimberly Shrader	Robert and Lynn Monroe	U.S. Department of Housing and Urban Development
Alice Mahvi	John and Pheobe Yencic	Robert and Sharon Clark	Jackson County Housing Resources Commission
Alma Jean Lunn	John and Sally Virgo	Robert and Terri Wright	Kansas City, Missouri
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Barton R. Enlund	Joy and Russell Jones	Sandy Koufax	Missouri Gas Energy
Ben J. Tompkins, Jr.	Joyce H. Harris	Sarah Hancock	Aquila
Beth Smith	Judith and Randall Becker	Stacy Miller and Todd Clark	Project Warmth
Betty J. Marcason	June Cohen	Stephen and Judith Roling	
Betty Ward	Juneil Parmenter	Steven and Gwen Fetter	Family to Family Donors
Beverly and Leonard Rose	Kaaren Jones	Steven and Janet Gershon	Reynold Davis
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Bonnie Rosen-Cowherd	Kathryn Lash	Susan Black	
Bradley and Barbara Warady	Kathleen and Sage Eaton	Suzanne Allen	Back to School Donations
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Dennis and Barbara McNeely	Martha Warren	St. Peters United Church of Christ	Reynold Davis
Donald and Marcia Stroberg	Marvin and Lonna Kahn	Village Presbyterian Church	Jerry L. and Margaret J. De Leon
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Everett and Clara Midkiff	Michael and Brenda Brown	Heart of America United Way	
Frank L. Victor	Michael and Wendy Douglas		
G. Dale Thomas	Michael and Mary Fuller		
George and Mary Jo Coughlin	Michael Lummis and Annette Craddock		
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Hazel Dillard	Norman and Shirley Martin		
	Patrick and Sharon Harmon		

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 Hispanic Economic Development
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 Kauffman Foundation
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Mid America Assistance Coalition

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*Strengthening the social service
community through information
systems, training and advocacy.*

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