

A close-up photograph of a person's hand holding a red cloth face mask. The person is wearing blue jeans and a red sweater. The background is a plain, light gray.

2020 Annual Report



From the Executive Director

Board of Directors



2020 was a year we will not forget and certainly one we were not prepared for. COVID-19 impacted the physical and mental health in addition to the financial well-being of millions of Americans across the country, including many in our rural service area of Northeast Iowa. The economic impacts of COVID-19 forced families, who had never previously sought help from the government, to request food and other basic necessities.

NEICAC worked diligently in response to the continuously changing needs COVID-19 created. Our staff quickly adapted to the adjustments in communication that were necessary to continue serving individuals and families. Technology allowed everyone to think outside of the box to create remote work options, alternative ways to apply for programs and services, and virtual education interactions. One of many lessons we learned is that technology and broadband Internet are not luxuries, and they should be accessible to anyone and everyone.

Although our programs saw increased needs for food, emergency, and crisis assistance, COVID-19 in 2020 also caused a temporary suspension of other essential NEICAC programs such as Weatherization, Transit, In-Person Home Visits, and Head Start in-classroom programming, something that has never occurred in 56 years of agency operations.

Agency challenges are nothing new for NEICAC and the national network of community action agencies. These agencies were among the first to step up at the beginning of the COVID-19 pandemic and have been on the front lines ever since. During COVID's most intense period, NEICAC developed its first Food Delivery Program utilizing available Transit vehicles and agency staff. Going forward, we will continue to adjust our services and operations to best suit those individuals and families who need us the most.

The generosity of our communities, businesses, and individuals has been overwhelming, and we are continuously reminded that we cannot do this alone. We are grateful to those who feel the same compassion for those struggling during the most of difficult years.

Trisha S. Wilkins, CCAP, NCRI, PHR
Executive Director



Trisha S. Wilkins



Zooming through 2020. Above, a Board of Directors meeting, below, a staff meeting.



Family & Individual Services



WHAT WE DO

Considered the customer's first point of contact for low-income individuals and families, our Family Service Specialist offices are in all seven counties served by NEICAC. Family Service Specialists work with customers to secure various assistance our agency offers, including the Low-Income Home Energy Assistance Program (LIHEAP), Early Childhood Programs (Early Head Start or Head Start), food, emergency shelter, transportation, and crisis assistance for utility service continuity or eviction prevention.

NEICAC also operates County General Relief programs in Chickasaw, Fayette, Howard, and Winneshiek Counties. Assistance provided through General Relief to individuals and families with low income includes help with rent, utilities, medical and funeral expenses.

Additionally, Family Services Specialists engage in customer advocacy and provide referrals to community programs, bundling services to promote desired outcomes.

WHO WE SERVE

NEICAC's Family Service Specialists assist individuals and families with low incomes in meeting their basic needs and work toward household stability. Services are provided in accordance with program and funding income and eligibility guidelines.

HOW WE ADAPTED TO COVID-19

As the rate of COVID-19 cases soared to a high level in Iowa, our Family Service Specialist offices were closed to the public in March 2020. However, we continued to provide the necessary services while ensuring that customers remained safe and healthy. To complete program documents, customers were provided applications by email, mail, and online. Our agency invested in electronic signature software to aid in application processes. Income criteria were increased to meet the needs of customers at or below 200% of the federal income poverty guidelines. With the increase of the income guidelines, NEICAC also increased the maximum allowed Crisis Assistance funding to \$1,000 per household. The Family Service Specialist offices with a food pantry continued to provide food to customers who struggled with acquiring nutritious foods for their households. Customers were encouraged to call ahead for food pantry needs and arrange a pick-up time to visit the food pantries. Staff pre-bagged food for contactless pick-up at the office. Our agency also lifted all criteria for a customer to receive food. This meant that any individual or household that needed food received food.

COMMUNITY IMPACT

- Crisis Assistance in the form of past-due rent payments allowed 70 households to remain in their homes.
- Crisis Assistance in the form of utility payments allowed 565 households to maintain utility service or regain service after disconnection.

48% of households served were a single person household



1,082 received a combined **3,045** referrals to community agencies/organizations

33% of individuals receiving services reported a disabling condition

35% of individuals over the age of 18 were employed at least part time and **21%** of individuals were retired

57% of customers receiving services were at or below 100% of the federal poverty income guidelines. For reference, this is income at or less than \$26,500 per year for a household of four, based on the Federal Poverty Income guidelines.

Food Pantries



WHAT WE DO

According to the 2017 Feeding America report, 12.63% percent of the United States population reported experiencing food insecurity at some point during the reporting year. In the NEICAC service area, 10.26% of the population reported experiencing food insecurity during that same period. We provide nutritious foods through grant funding and generous contributions from individuals and businesses, including shelf-stable and frozen items, meat, fresh produce, dairy, and eggs.

WHO WE SERVE

NEICAC operates three full-scale food pantries in Bremer, Howard, and Winneshiek Counties and smaller-scale pantries in Allamakee and Chickasaw Counties. Individuals and households visiting the food pantries are income-eligible at or below 200% of the federal poverty income guidelines.



HOW WE ADAPTED TO COVID-19

With local, statewide, and national COVID-19 cases increasing, our Family Services Specialists offices were closed to the public beginning in March 2020. However, we continued to provide food to customers who struggled with acquiring food for their households. To adapt to the immediate and pending needs of COVID-19, we began allowing families to receive food from our NEICAC Food Pantries as often as once per week, beginning in April 2020. Income eligibility requirements were also lifted during this time.

COMMUNITY IMPACT

The support of our communities allows NEICAC food pantries to provide nutritious foods to low-income individuals and families. NEICAC's food pantries now have the capacity to receive and distribute more fresh fruits and vegetables, along with eggs, cheese, and yogurt.

38% of individuals receiving food were children

65% of households visiting NEICAC food pantries are at or below 100% of federal poverty income guidelines



NEICAC operates food pantries in five of the seven counties we serve. Food pantries not only supply nutritious options for healthy meals, but also offer personal and household supplies. Three hundred eighteen households received non-food items such as diapers, deodorant, shampoo, soap, toilet paper, toothpaste, and household cleaning supplies.

87 lbs is the average food distribution per household, per visit

59,879 lbs of food was distributed during this time

Low-Income Home Energy Assistance Program



WHAT WE DO LIHEAP is designed to aid qualifying low-income households with a portion of their residential heating costs during the winter heating season. Along with a financial award, LIHEAP also encourages customers to make regular utility payments, be aware of energy costs and reduce their energy usage through energy efficiency, customer education, and weatherization.



An additional component of LIHEAP is the Emergency Crisis Intervention Program (ECIP). The ECIP program provides service continuity or reconnection to a heat and/or electric account by providing additional financial assistance. ECIP also offers financial assistance to repair or replace heating systems and provide window air conditioners in owner-occupied households.

WHO WE SERVE Owner-occupied and renter-occupied households are eligible to apply. Households with incomes at or below 175% of the federal poverty income guidelines may qualify for financial assistance. All customers who are deemed eligible for LIHEAP will also receive moratorium protection, which prevents disconnect of the household's heat and electric account through April 1st of each year.

HOW WE ADAPTED TO COVID-19 As COVID-19 continued to run rampant in Iowa, our Family Service Specialist offices closed to the public in March 2020. To continue to serve LIHEAP customers, face-to-face application requirements were lifted. Customers had multiple options to apply for the program, including an improved online portal that allowed returning and new customers to apply online, in addition to the ability to apply by phone, email, mail, or fax. Customers also had the option to drop off required documentation to a drop-box outside of the Family Service office.

COMMUNITY IMPACT

- Individuals and families can remain in a safe, energy affordable home.
- Individuals and families do not have to make decisions whether to pay for other necessities (prescriptions, gas to get to appointments, rent, etc.) or pay the heating bill.
- Improved health – Households who receive an air conditioning unit to keep their homes cooler during the summer are at less risk of exacerbating an existing health condition.
- LIHEAP lessens the financial burden to households experiencing the highest energy burden comparative to the lowest income.



7,414 individuals lived in households awarded LIHEAP

35% of those served are under 18 24% of those served were 60 or older

42% of the individuals served by LIHEAP indicated they had a disabling condition.

\$472 was the average LIHEAP award 52% were one-person households

35 homeowners received assistance with the repair or replacement of their furnace

Weatherization Assistance Program



WHAT WE DO

The Weatherization Assistance Program (WAP) improves home health, safety, comfort, and affordability for many Northeast Iowans. Services include a cost-effective energy audit, air leakage check, insulation, and an all-combustion appliances inspection for repair and/or replacement. NEICAC's crews provide all but appliance and furnace repair services, while certified area contractors and vendors do the authorized appliance and furnace work. In addition, trained and certified agency staff does a quality control final inspection.

In addition to their regular efforts, the Weatherization staff also administer contracts with the investor-owned utilities of the area to install low-cost, energy-efficient measures in eligible homes, such as LED lighting, low-flow faucet aerators, showerheads, and water heater measures.

WHO WE SERVE

NEICAC weatherizes homes within a nine-county area: Allamakee, Clayton, Winneshiek, Fayette, Howard, Chickasaw, Bremer, Floyd, and Mitchell. Eligible Weatherization applicants from these counties that are elderly, disabled, have young children in the home and have high energy usage take priority for program qualifications. Most years, more than 100 homes are weatherized through our program.

HOW WE ADAPTED TO COVID-19

The state of Iowa discontinued home visits for approximately seven months of 2020. After weatherization in-home work was re-opened, a protocol was established. Staff began with a screening process when calling for appointments. After the appointment is made, personal protective equipment that includes a face mask, face shield, and gloves must be worn in all homes. Surfaces were disinfected, and our equipment was cleaned between clients. The contractors and vendors follow this same routine. Thankfully, we have had no cases of COVID-19 reported on our crews.



*Weatherization
Works*

COMMUNITY IMPACT

- Save our client's income by making their homes more energy efficient.
- We provide a healthier environment in homes by adding ventilation, carbon monoxide, liquid petroleum, and smoke alarms.
- Improve safety and affordability, increasing the ability for our elderly clients to remain in their homes.
- Reducing the carbon footprint in our area by reducing fuel usage.

Nearly **80%** of clients had a 15% or more reduction in home air leakage



56 homes weatherized in 5 1/2 months **\$522,497** total cost

100% of homes made safer by using lead safe work protocol, and installing carbon monoxide, gas and smoke alarms

LIHEAP is funded by – HEAP & DOE, as well as investor-owned utilities – Alliant Energy, Black Hills Energy, and MidAmerican Energy

Nearly **100%** client satisfaction

Early Childhood Programs



WHAT WE DO

The Head Start program offers center-based preschool services. The program provides a family-centered approach that includes many components that address the child's entire family. Our dedicated teachers use the research-based Creative Curriculum and Creative Curriculum Gold to organize classrooms, guide their planning of classroom activities and provide ongoing assessment of student progress throughout the program year. Other benefits of the Head Start Program include nutritious breakfasts, lunches and snacks, health screenings, developmentally appropriate classroom activities, social services, and parent involvement opportunities.

The Early Head Start home-based visitation program provides visits once per week for 90 minutes. The Parents as Teachers curriculum provides parents with the tools to improve their knowledge in early childhood development and parenting practices, provide early detection of developmental delays, and increase children's school readiness.



WHO WE SERVE

The Head Start program serves preschool children aged three to five in all seven counties of the NEICAC service area. The Early Head Start program serves pregnant moms and children ages birth to three in Allamakee, Clayton, Howard, Fayette, and Winneshiek counties.

HOW WE ADAPTED TO COVID-19

Early Childhood Programs provided virtual services utilizing several platforms, including Zoom, Facebook Messenger, See Saw, and Ready Rosie. Equipment was purchased to support employees work at home and connect families to our virtual services by providing hot spots for internet access. The program extended our program year to provide more academic opportunities for children who were kindergarten-bound. The 2020-2021 school year opened with in-person services following a detailed pandemic protocol to keep staff and children safe. Early Head home visiting remained virtual through 2020.

COMMUNITY IMPACT

- School Ready Children
- Safe quality childcare before and after the school day
- Children have better social skills
- Pregnant moms have a reduced risk of parental depression

55 children with a disability served by Head Start Individual Education Plans

20 children with a disability served by Early Head Start Individual Family Service Plans



New this year: A Behavior Specialist has been hired to conduct mental health observations. Those observations are reviewed by a licensed mental health professional. Once mental health issues are identified, the Behavior Specialist provides individualized instruction for children and offers family support.

214 HS children and **82** EHS children were up to date on a schedule of age appropriate preventive and primary health care

220 HS children and **83** EHS children received preventative dental care

352 volunteers for both Head Start and Early Head Start

Family Development and Self-Sufficiency (FaDSS)



WHAT WE DO

The Family Development and Self-Sufficiency (FaDSS) Program is a voluntary, strength-based, home visiting program for low-income families. FaDSS provides services that promote, empower, and nurture families towards emotional and economic self-sufficiency. Core components of the FaDSS Program include support, advocacy, referrals to resources, strength-based assessments, and goal setting. FaDSS works with the entire family to identify priorities and celebrate progress in moving towards self-sufficiency.



WHO WE SERVE

FaDSS has two programs. The FaDSS FIP Program serves any family participating in the Family Investment Program (FIP). The FaDSS Non-FIP Program serves families with at least one dependent child in the home, whose income is at or below 175% of the federal poverty level.

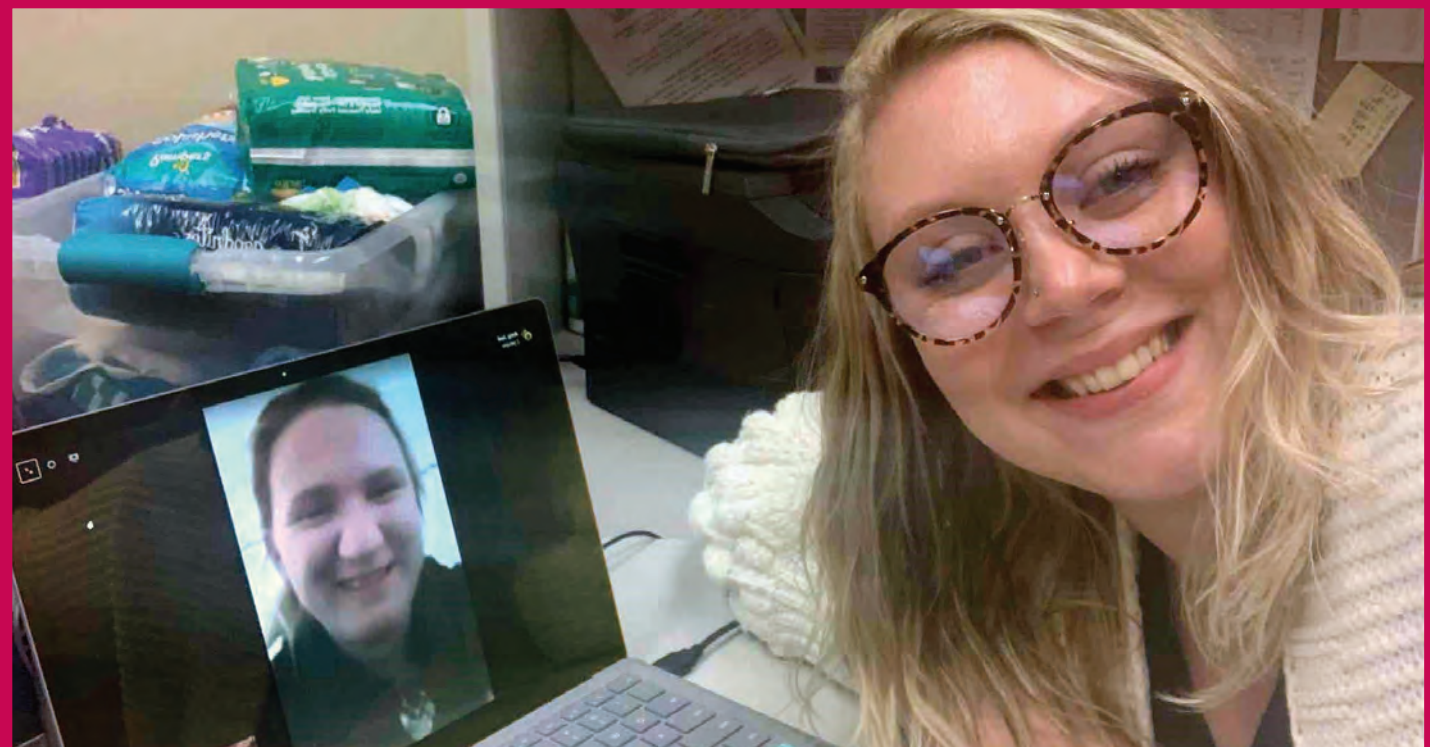
HOW WE ADAPTED TO COVID-19

FaDSS Specialists worked remotely from home beginning in March 2020 when the pandemic hit Iowa. We quickly embraced our technology and

learned to provide services virtually. Home visits were replaced with virtual quality visits through video calls using Zoom, Google Duo, FaceTime, and Messenger Video. Contact with FaDSS participants increased over the phone, via messages, email, and through the mail.

The FaDSS Program has successfully navigated its core components of goal setting, advocacy, support, referrals, assessment, and quality visits virtually. Specialists have provided drop-offs of needed supplies, donations, applications for assistance programs to their families' doorsteps in a "contactless" way.

In a time where little seemed "normal" and families were navigating isolation inside their homes, school and childcare closures, workplace closures and unemployment, decreased or "different" access to regular health and mental health practitioners, and other stress-provoking situations due to the COVID-19 Pandemic, their FaDSS Specialists remained a constant support.



COMMUNITY IMPACT

Of the 31 families that completed the program between 10/1/2019-9/30/2020:

- 81.25% of adult family members and 100% of children in the family with substantiated mental health issues accessed treatment and/or support.
- 100% of all family members with substantiated chronic and acute physical illness accessed treatment and/or support.
- 100% of families experiencing domestic violence received help. 77.78% of those families were referred by their FaDSS Specialist.
- 93.75% of households were involved in their children's formal education. 83.33% of families with children ages 0-5 were co-enrolled in an Early Childhood Program.
- 58.06% of families had increased income. The average wage change for families employed at exit was +\$1,327.29 per month.

97 families served

10 families were able to be served in extended transition due to COVID-19

36 new families enrolled in the program

56 assessments completed with those families at entry

2,332 meaningful contacts with families

723 home and quality visits with families

232 collaborative contacts on behalf of families

Housing



WHAT WE DO

NEICAC's Housing Program provides safe and affordable housing to seniors, individuals with disabilities, and individuals and families with limited resources within seven counties. The program also provides customers with referrals and resources to assist with rental and homeless needs. Finally, education for homebuyers and financial literacy are available to those in need.

WHO WE SERVE

Housing serves income-qualified families and individuals who need stable housing options, rent assistance, homebuyer education, financial literacy needs, and rental housing services and resources.

HOW WE ADAPTED TO COVID-19

Additional tenants were served within our rentals in 2020 due to COVID-driven tenant decisions. We adjusted our practices with

enhanced disinfecting and social distancing requirements to help keep tenants safer. A virtual option for homebuyer education class was added.

COMMUNITY IMPACT

838 in 321
individuals

households maintained their rental housing using the Eviction & Foreclosure Prevention Program

52

Individuals completed Homebuyer Education & Budgeting Courses

187 in 98
individuals households

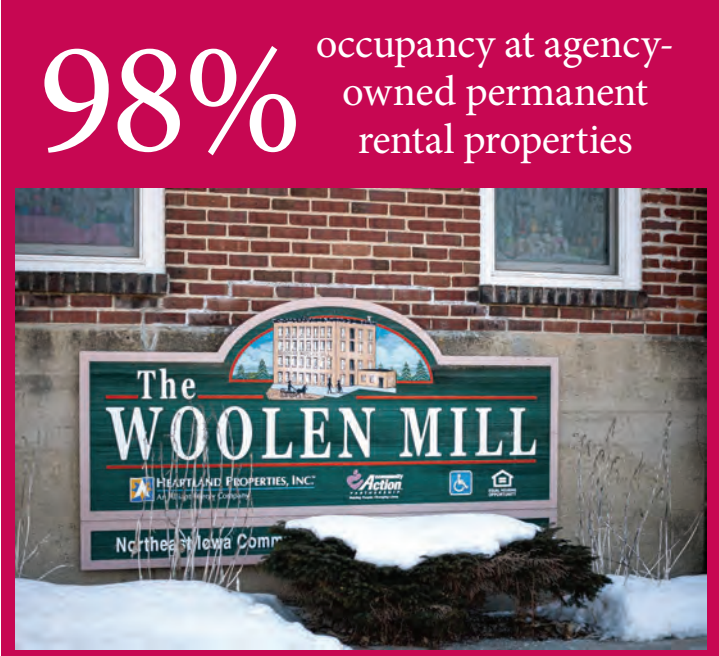
in seven counties had safe and affordable housing options with the Rental, Lease Purchase and Tenant Based Rental Assistance programs

\$663,357

in rental assistance payments to struggling renters

22%

increase in the number of agency-owned affordable housing units designated for seniors or people with disabilities





WHAT WE DO NEICAC EARL Transit Program is the Region 1 public transit provider under the Iowa Department of Transportation. Transit provides door-to-door service in the Northeast corner counties of Allamakee, Clayton, Fayette, Howard, and Winneshiek.



**NORTHEAST IOWA
COMMUNITY ACTION CORPORATION**

WHO WE SERVE All rides are open to the general public, including persons with disabilities. We provide rides for work, appointments, getting groceries, or running errands. EARL Public Transit vehicles are ADA compliant and wheelchair accessible.

HOW WE ADAPTED TO COVID-19

Transit implemented recommended infection prevention practices for public transportation providers. This guidance was provided by the Centers for Disease Control and included:

- Mask wearing requirements for all driver operators and customers while riding the bus.
- Recommended social distancing on the bus.
- Vehicle disinfecting after each trip.



COMMUNITY IMPACT

- Essential services continued to be provided for our most medically vulnerable customers.
- Ridership decreased by 80 to 90% initially following the lockdown for the pandemic.
- We worked with other community partners to reduce food insecurity for some of our residents.
- We resumed services with infection prevention practices in place in our service area in May 2020.



FUN FACTS

101,267 Total Rides in FY20

23,438 Total Elderly Rides

38,115 Total Disabled Rides

1,017,830 Total Miles Driven

All trips are considered one-way trips, not round trips.

Trips 100 miles and over – 191 trips
Trips 125 miles and over – 98 trips
Trips 150 miles and over – 19 trips
Trips 200 miles and over – 2 trips

Child and Adult Care Food Program



WHAT WE DO CACFP is a federally funded USDA program administered by the Iowa Department of Education, Bureau of Food and Nutrition. The program financially reimburses registered child development homes (CDH), or childcare assistance (CCA) (certified) home childcare providers for healthy nutritious meals served to their childcare children.

WHO WE SERVE CACFP currently serves fifty-two registered CDH or CCA home childcare providers (and their 640 childcare children in Allamakee, Bremer, Chickasaw, Clayton, Fayette, Howard, and Winneshiek counties. The program also provides food reimbursement assistance to the sixteen Head Start classrooms across the NEICAC service area counties.

HOW WE ADAPTED TO COVID-19 Adjustments were made with our in-person face-to-face home reviews to doing virtual FaceTime, Zoom, Messenger, and phone reviews. In addition, the Summer Food Service Program (SFSP) was extended to ensure our Head Start children received nutritious meals during the pandemic.



COMMUNITY IMPACT

- Promotes quality childcare.
- Through educational materials shared, children will develop lifelong healthy eating habits.
- By exposing children to a variety of nutritious foods and physical exercise when they are young hopefully they will be healthier adults with less medical issues. Prevent obesity!
- The Child and Adult Food Program is changing lifestyles and nutrition choices through healthy foods and nutrition education.

About 640 children were served 239,934 meals made by 52 childcare providers

Nationwide, CACFP provides 2 billion meals & snacks to 4.9 million children daily &

more than 115,000 elderly in adult day care

Did you know that kids eat more fruit and veggies when cut up and that it can take up to 20 times exposure to a new food before children accept it?

Health Programs



WHAT WE DO

The Community Adolescent Pregnancy Prevention (CAPP)



Program works with area schools to provide comprehensive sexual health education, including curricular and topical options for area schools and community groups to reduce the rates of teen pregnancy and support teenagers in healthy decision making. We provide education for grades 6-12 in over 30 schools in our service area, covering medically accurate and research-based information on puberty, peer pressure, healthy relationships and consent, STDs, contraceptive options, parent-child communication, and more. Another important piece of our program includes community-based coalition membership. These coalitions must have multi-disciplined membership and serve to make programming decisions, collaborate on tasks, and avoid duplication of services. Finally, Health Programs staff also provides Title X-Family Planning outreach through a contract with Unity Point-Allen Women's Health, which includes school-based programming and presentations to adults and local boards of health.

WHO WE SERVE

Our Health educator collaborates with community agencies, schools, churches, businesses, youth, and families to provide. Our CAPP and Title X programming target Iowa adolescents in middle through high school throughout our eight-county service area of Allamakee, Chickasaw, Clayton, Fayette, Floyd, Howard, Mitchell, and Winneshiek counties.

HOW WE ADAPTED TO COVID-19

The CAPP program successfully utilized several virtual platforms, such as Zoom and Google Classroom, to continue providing programming throughout the unprecedented times COVID-19 has brought us. As we return to in-person programming, we have prioritized safety by adapting activities and focusing on providing students with the most relevant, age-appropriate information during the time we have in the classroom.

COMMUNITY IMPACT

- A decrease in teen pregnancy rates in counties that receive programming.
- Teens who receive programming demonstrate an awareness of local resources for things like birth control, STD testing, and teen dating violence.
- An increase in conversations about sexual health and related topics between adolescents and parents or other important adults in their lives.
- Adolescents are able to identify and explain the potential risks and consequences that can come with risky sexual behavior and know how to help protect themselves against STI's and unplanned pregnancies.

Did you know? Despite COVID-19 we have been able to provide programming in 6 new schools since the beginning of the year!



Since Oct. of 2019 we have provided programming and education to more than 2,600 Iowa youth.

Throughout the state of Iowa, the CAPP grant program provides education to students in more than **56** counties.

The service area counties of Allamakee, Clayton, and Floyd have seen measurable drops in adolescent pregnancy rates in 2019 compared to 2015.

Adolescents in our service area received education on a variety of topics including birth control, abstinence, STDs, and healthy relationships.

Food Delivery Program

Locations



SOMETHING NEW

In April 2020, we created a Food Delivery Program that delivered food to the doorstep of households across our seven-county service area. The Food Delivery Program was initiated by a partnership with Northeast Iowa Area Agency on Aging (NEI3A). NEICAC Transit had been delivering frozen meals to NEI3A clients in five counties beginning mid-April. Two counties in our service area (Howard and Winneshiek) applied for the federal Community Development Block Grant and were awarded funding to support the Food Delivery Program. We also had many local contributions and area businesses who provided financial support to the program.

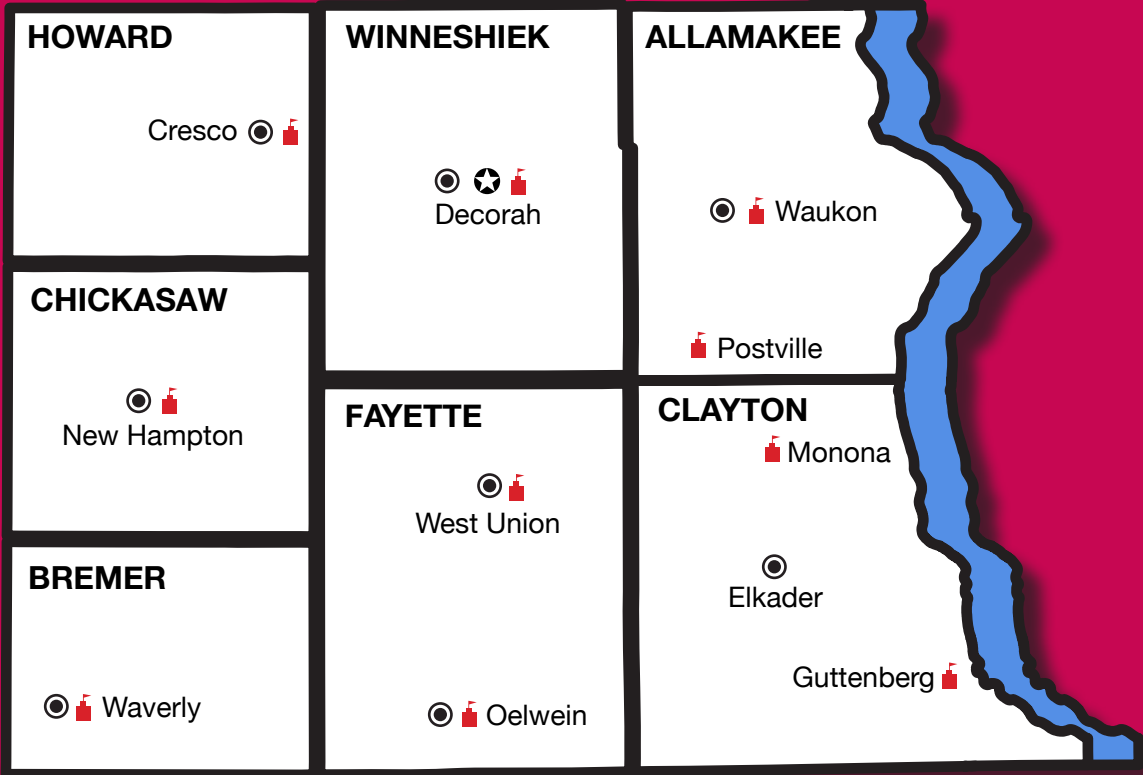



Once funding was secured, we made every effort to connect with all Food Pantries in our seven-county service area and share our vision for the program. We created some imperative partnerships with local pantries and had to work as a team every step of the way to create a plan, put the plan in action, and come back together to make any necessary changes, all while keeping the need of the households we serve at the forefront of decisions. Within our agency, we relied heavily on our Transit system for completion of deliveries, taking referrals from pantries, and tracking our outcomes. In addition, we were able to include our Weatherization staff, who were not working in homes from March through the end of July, to assist with deliveries. With the helpful hands and compassionate hearts of many, we delivered over 88,486 pounds of food to the doorsteps of 1,474 households from mid-April 2020 through the 2nd of December 2020.

COMMUNITY IMPACT

- “It is hard for me to get around, and I am on oxygen all the time. The delivery program has been a godsend to allow me to get food from the pantry.” – LT, age 74
- “We were surprised when my teen daughter was told by work she tested positive and we had to quarantine for 2 weeks. With being out of work, it’s hard to make ends meet sometimes, and not sure how we would have gotten food without the delivery program.” – MB 44 (family of 4)
- “This partnership has allowed us to meet the needs for many families that suffer from food insecurity with a transportation barrier. We have received many thank you letters and calls regarding this service.” – Kari Harbaugh, Guttenberg Family Resource Center

Office Locations



 **Administration Office**
305 Montgomery St, P.O. Box 487
Decorah, IA 52101-0487
(563) 382-8436

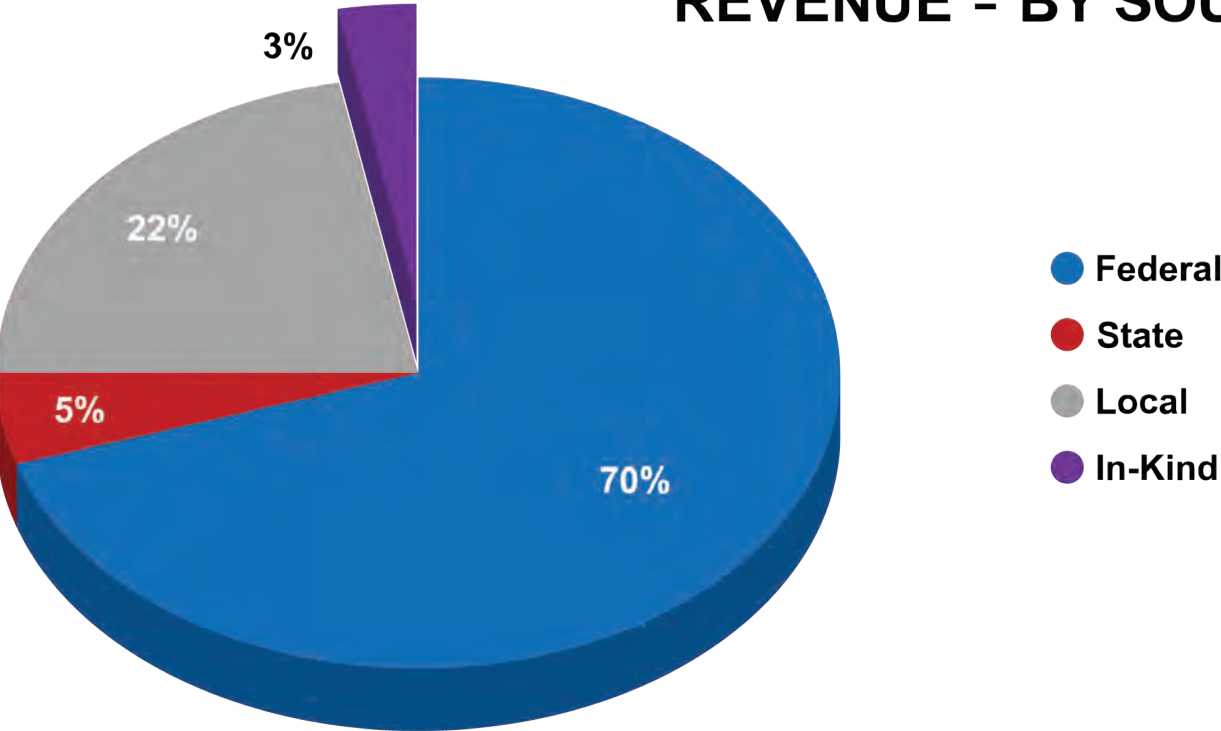
 **Head Start Program Sites**

 **Family Services Office Locations**

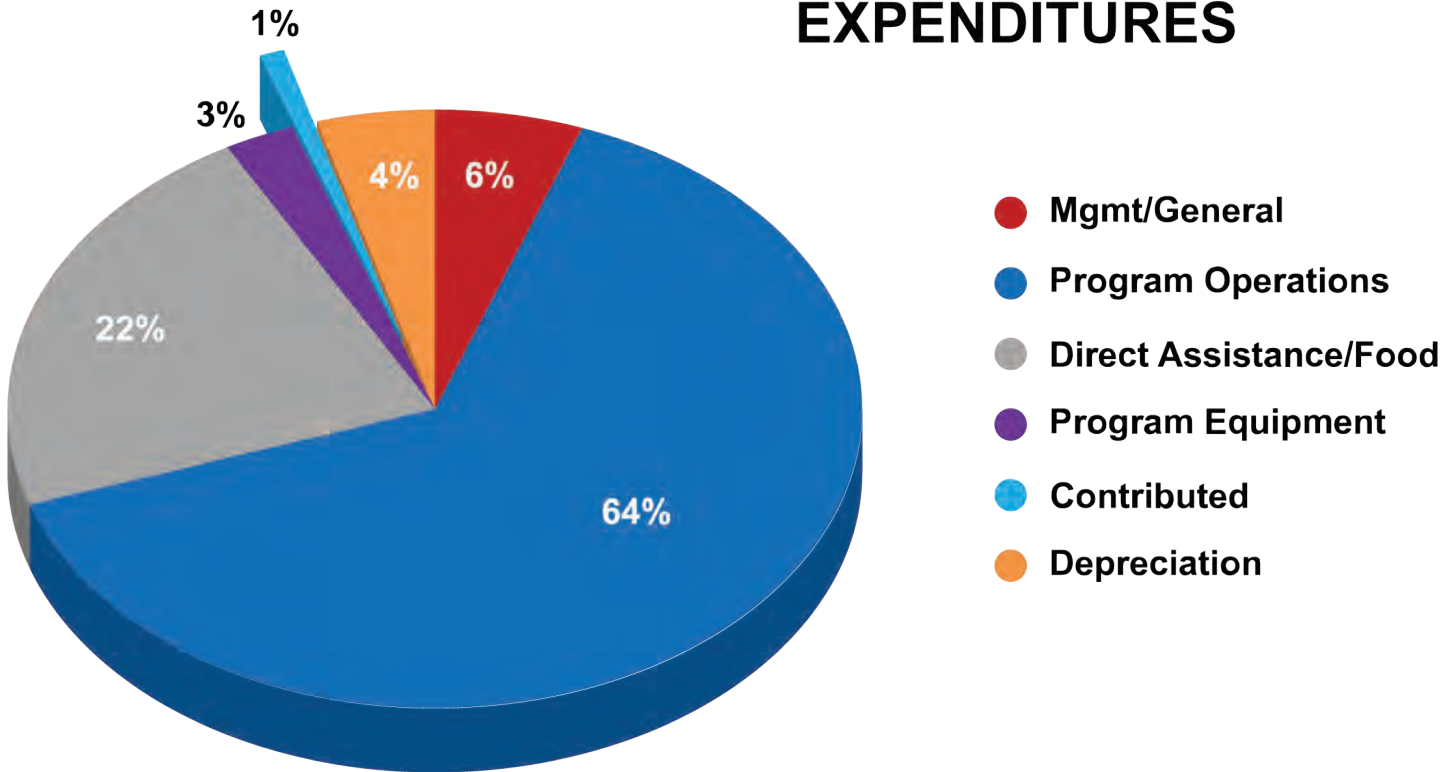
 **The Internet**
www.neicac.org



REVENUE - BY SOURCE



EXPENDITURES



STATEMENT OF FINANCIAL POSITION*

Assets	
Current Assets	
Cash and Cash Equivalents	\$ 3,770,718
Accounts Receivable	\$ 1,566,533
Prepaid Expenses	\$ 61,565
Inventory	\$ 1,157,245
Total Current Assets	\$ 6,556,061
Property & Equipment	\$ 5,107,919
Notes Receivable	\$ 639,384
Total Assets	
Liabilities and Net Assets	
Liabilities	
Accounts Payable	\$ 434,574
Accrued Payroll	\$ 112,348
Compensated Absences	\$ 153,796
Current Portion of Long-term Debt	\$ 30,530
Advances from Grantors	\$ 299,420
Total Current Liabilities	\$ 1,030,668
Long Term Debt	
Notes Payable - Less current portion	\$ 2,063,938
Net Assets	
Without donor restrictions	\$ 9,208,758
Total Liabilities and Net Assets	

STATEMENT OF ACTIVITIES*

Revenue	
Federal and State Grants	\$ 10,656,583
Local	\$ 3,445,523
Interest	\$ 32,380
Contributions	\$ 76,833
Total Operating Revenue	\$ 14,211,319
Expenditures	
Program Services	\$ 11,523,273
Supporting Services - Mgmt & General	\$ 683,759
Total Expenditures	\$ 12,207,032
Change In Net Assets from Operations	\$ 2,004,287
Other Changes in Net Assets	
Paycheck Protection Program	\$ 807,546
Change In Net Assets	\$ 2,811,833
Net Assets - Beginning	\$ 6,396,925
Net Assets - Ending	\$ 9,208,758

* year ended 1/31/2021



NEICAC
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Return Service Requested



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