



2024

Annual Report

Message From The Director

As we reflect on 2024, I am filled with both pride and gratitude for the incredible milestones we have reached. This past year was marked by uncertainty and challenges - but also by resilience, innovation, and growth.

In 2024, we achieved several key milestones:

- Directly served over **10,000 families**, including **1,700 seniors** and **700 children**
- Invested more than **\$1.4 million** into community partners providing essential public services
- Successfully launched a **lead reduction program** prioritizing underserved communities in Kent County
- Provided over **\$6.6 million** in financial assistance to stabilize households
- Offered over **13,000 rides** to seniors
- Distributed over **113,000 food boxes** to individuals and families in need

These accomplishments are more than just numbers—they represent real lives changed, meaningful progress made, and a future built with intention and care. These successes are the result of collaboration among dozens of community partners, hundreds of volunteers, and the unwavering support of our board members and staff. We also faced our share of challenges. Yet in the face of adversity, our team demonstrated incredible resilience and adaptability, finding new ways to serve, grow, and lead.

Looking ahead, we remain focused on our goal of closing service gaps and providing the highest level of support to Kent County residents. We are investing in programs that preserve our community's aging housing stock—ensuring homes are safe, energy-efficient, and affordable for generations to come.

I want to extend my heartfelt thanks to every individual who played a role in our success this year - our dedicated staff, generous donors, committed partners, and of course, the people we serve. You continue to inspire and motivate us every day.

Together, we will keep pushing boundaries, innovating, and building a stronger future. Thank you for being on this journey with us.

With appreciation,

Gustavo Perez, Director, Kent County Community Action



By The Numbers...



Community Impact

101,000 individuals

Participants Served

10,346 families

1,756 seniors

705 children

Partner Organizations

221

Volunteer Hours

53,309

Community Funding Support

\$15.9 M

We help Kent County individuals, families, and communities achieve lasting economic security and move out of poverty. We do this by developing communities, expanding opportunity, and improving lives.

233

home rehabilitation and weatherization projects completed to help families with low and moderate-income conserve energy, save money, and live in healthier, safer homes.

4

public infrastructure improvement projects awarded including parks, roads, and sidewalks, with an anticipated impact of over **19,000 residents** living in low to moderate income areas. **Investments Awarded: \$948,150.**

13,433

rides provided to seniors and/or individuals with disabilities to medical, employment, and recreational destinations in support of independent living.

917

financial assistance payments made to prevent evictions, foreclosures, shut-offs of gas, electricity, or water. **Investment: \$641,213 for an average of \$699 assistance.**

3,007

hours of case management provided to older adults to support them aging in place.

113,157

boxes of nutritious food distributed to low-income and senior households. **Value: \$2,383,265**

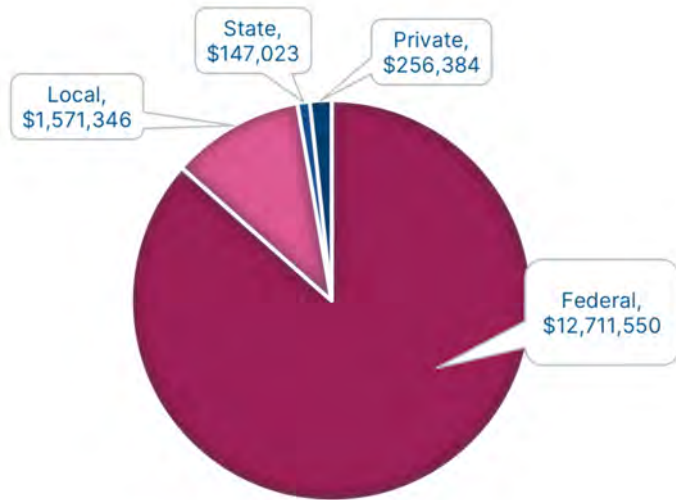
20,387

Latin-American meals served to seniors, ensuring that seniors receive a nutritious meal in their home or in a group setting.

551

individuals and families able to maintain safe and affordable housing of their choice each month due to the management of Housing Choice Vouchers. **Value: \$6,005,581 in Housing Assistance Payments**

Funding Allocations



Housing Payment Assistance: \$6 M

**Community Development Investments
Awarded or Initiated: \$8.7 M**

Emergency Financial Assistance: \$641 K

Weatherization Assistance: \$556 K

98% Customer Satisfaction

Walk For Warmth

In February of 2024, we held our 36th annual Walk for Warmth. We were joined by nearly 70 residents to help spread awareness and raise funds to support households that struggle to pay their heating utility bills during the cold winter months. Because of the support of the community, we were able to assist 55 households keep warm.

IMPACT Video

We were happy to premiere our inaugural IMPACT video featuring interviews from volunteers, program participants, staff, and board members. The video reached audiences across the state and we were honored with recognition for our efforts at the 2024 Michigan Community Action (MCA) Summer Conference. You can watch the full video at kentcountymi.gov/KCCA

“They were very thorough, and very kind. I didn’t know KCCA offered so much. Everybody was very helpful and got back to me right away. I really appreciate that.”

- 2024 Program Participant



2024 Highlights

Rep. Carol Glanville Recognized at Community Action Legislative Day



On May 22, 2024, we attended Michigan Community Action Legislative Day at the State Capitol, where we presented Rep. Carol Glanville with the Legislator of the Year award in recognition of her dedication and support for Community Action. Our team engaged with legislators and heard from Governor Gretchen Whitmer. Each year, MCA honors volunteers, legislators, and community

partners during Legislative Day, providing an opportunity to discuss the impact of our programs across Michigan.

KCLEAR Launches to Address Lead Hazards

Our Community Development Division launched a pilot of the KCLEAR program and began accepting applications on October 1, 2024, offering free lead-paint evaluations for Kent County homeowners (outside Grand Rapids) in homes built before 1978. Financial assistance is also available to income-eligible households. KCLEAR, developed in partnership with the Kent County Health Department, aims to raise awareness of lead hazards and engage more certified lead abatement contractors.



Senior Services Welcome Justice Harris Bolden



In August 2024, our Senior Services Division welcomed MI Supreme Court Justice Harris Bolden. The Justice took the time to answer questions and even helped judge some artwork that our participants had recently created. This division also launched the Senior Emergency Needs Fund, providing financial support to qualifying seniors for housing, repairs, and essential expenses. Additionally,

the division partnered with Kids Food Basket to enhance meals prepared for our seniors by sourcing farm-fresh produce. Throughout the year our chef was able to incorporate 200 pounds of fresh corn, tomatoes, and potatoes into the meals.

Self-Sufficiency Program Achieves Milestones

Our Housing Commission's Family Self-Sufficiency Program enrolled 23 new households and celebrated 22 graduations, with an average of \$11,000 in earned escrow disbursed to them upon graduation. Family Self Sufficiency participants work toward achieving stable employment and housing.

Jaycee Park Renovations Completed

A \$2.1 million investment from Community Action and the City of Kentwood funded renovations at Jaycee Park, which officially reopened on February 17, 2024. Visitors can enjoy a variety of improvements, including new trails, a disc golf course, a basketball court, a playground, updated parking and security features, two sets of restrooms, a community space, and a drinking fountain.





Demolition Project Clears Way for Park and Library

On October 8, in partnership with Tyrone Township, we began the demolition of an abandoned building in Kent City. This project will make way for the development of a public park, green space, and the proposed new Kent City Library. The project received support through a \$300,000 CDBG grant, supplemented by matching funds from Tyrone Township.

Emergency Services Division Expands Programs



Our Emergency Services Division launched two programs to assist Kent County residents. In partnership with our Health Department, the Diaper Assistance Program launched to support up to 400 households. Additionally, a collaboration with the City of Grand Rapids Water led to the Water Utility Assistance Program, which provides financial support and plumbing repairs for eligible households.

The division also expanded the Energy Reduction Weatherization Program, increasing production by 34% and assisting more households than the previous year.



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