



2023 ANNUAL REPORT



Mid-Iowa Community Action (MICA)



Introduction

MICA helps people who are experiencing poverty meet their needs, build on their strengths, and achieve their goals.

These 18 simple words capture the joint efforts of 160 MICA staff working in over 20 programs. Poverty is complex, but our strategy is simple: meet families where they are at, connect them with the resources they will need to meet their goals, and let them lead the changes they want to see in their lives.

In 2023, MICA focused on innovating our processes and services to provide better support to families. We know families barriers do not occur in a vacuum and are often intertwined with barriers in other parts of their lives. Each family is unique and the circumstances they face are just as unique.

In our Whole Family Approach, we focus on the entire family and the circumstances they are facing. Our universal database, and the culture of No Wrong Door, means families can come to any of our offices and staff and receive the same care and connection to all MICA's programs. By connecting families to all programs they qualify for, families get a wide range of support to help them achieve their goals, without the burden of running between different offices

We will continue to innovate our programs and processes to better serve our families.

Our Impact

At MICA, we measure our impact in the number of lives we change.

We served 21,898 people in 7,930 families last year.

From energy assistance to one-on-one family support, each of these families partnered with MICA this year to help meet their needs, build on their strengths, and reach their goals.



43% of the individuals we served are under 18 years of age.

48% of households MICA serves are cross enrolled in more than one service

More resources and support for families result in better outcomes!

673,633 meals provided to Iowa families last year

From emergency food pantries to meal reimbursements in CACFP. MICA is feeding our communities.

In other words...

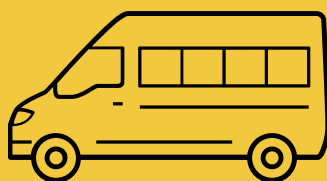
Hear from MICA families on the impact we have made in the last year.



Training & Support

"The CACFP and MICA has offered me a variety of trainings that have helped me learn and improve better ways to provide nutritious meals to the children in my in-home child care. I learned the importance of food proportions based on the child's age and how important this is based on where the child is with their development and growth."

Tomasa, CACFP Participant



Food Delivery

This has been an amazing service for me. I am on a fixed income and do not get out of my home a lot. The delivery of food allows me to keep my fridge stocked without having to make the hour trip to the grocery store."

Food Pantry User



Creating Safety

A single mom with no income received Embrace Iowa Funds to purchase age appropriate beds for her children.

"I have no form of income so being able to have my kids get beds that are safe and have them be comfortable and getting a good night's sleep means the world to me because then I know that at least they're taken care of."

Embrace Iowa Recipient

2023 Highlights

2023 brought new innovations for MICA to allow us to create a larger impact in our communities.



Executive Leadership

In the summer of 2023, MICA created a Executive Leadership Team. This team consists of our Executive Director, Chief Program Office, Human Resources Director, Chief Fiscal Officer, and Resource Development and Communication Director.



Chief Program Officer

A new role at MICA, the Chief Program Officer will focus on direct services to families and creating service integration and practices to create the best experience for MICA families.



Focusing on Food

In our 2023 Community Needs Assessment, food was the top need for families in our service area. MICA is innovating ways we can get food to those who need. Mobile Food Pantry and deliveries have expanded to meet the need.



Staff Wellness

Taking care of our staff was a huge priority in 2023. Staff can participate in monthly challenges to care for their physical and mental health. Every staff receives a free subscription to the CALM App, and MICA Cares Days are designed to create fun and camaraderie.



Equity Advancements

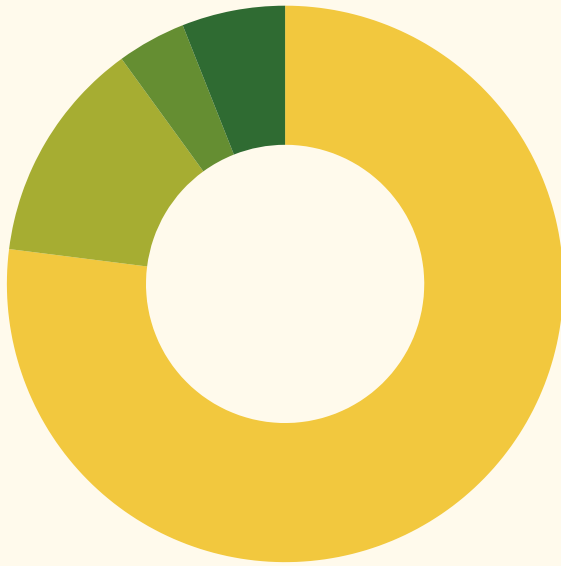
Equity is a core value at MICA, and our Health Services teams have made great efforts to make our services more accessible to everyone. Examples include implementing new translation devices, strengthening our partnership with Immigrant Allies, and offering virtual services to families who struggle to make it in person.



Service Integration

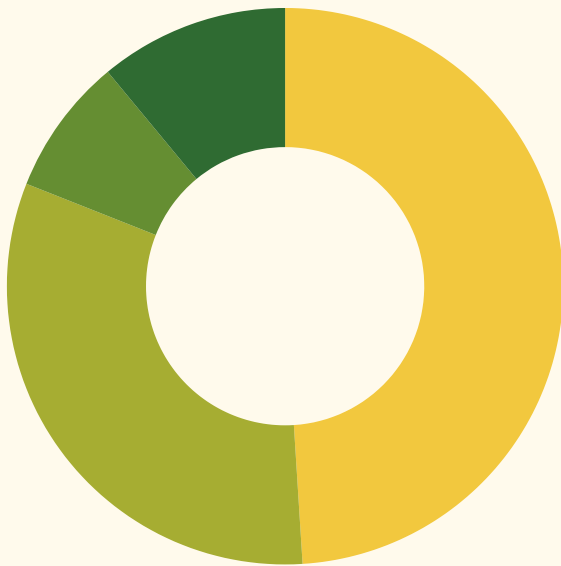
The more services families receive, the more impact MICA can help make on their goals. All agency databases, universal intake, and internal referrals have made cross enrollment easier for families. 80% of staff reported being comfortable connecting families to other MICA programs.

Financial Reports



Support and Revenue

Federal grants: 77%
State grants: 13%
Contributions and public support: 4%
Other (grant revenue, in-kind, program income): 6%



Expenses

Staff: 49%
Direct client assistance: 32%
Contractual: 8%
Other (space, supplies, materials, insurance): 11%

View MICA's complete audit and 990 on our website at www.micaonline.org/reports.



