



**YEAR 101:  
LAUNCHING  
A SECOND  
CENTURY  
OF SERVICE**

**2017 ANNUAL REPORT**





## TORNADO DISASTER AND RECOVERY

On March 6, 2017, a category EF3 tornado struck the communities of Oak Grove, Odessa, Bates City, and parts of Grain Valley, covering nearly 12 miles in 15 minutes. The tornado damaged 483 houses and 12 commercial buildings. Miraculously, CSL's Oak Grove office remained untouched and was instantly opened for service. In the weeks and months that followed, more than a half million dollars in donated items were collected including food, clothing, household items and furniture and nearly \$75,000 in cash was raised to benefit area residents. Today, CSL continues to meet families in the midst of crisis helping them to rebuild what was lost, and create even brighter futures.

Dear Supporter of CSL,

2017 was supposed to be the year that things calmed down a little at CSL. 2017 was the year after our Centennial Celebration, and we thought things might get "back to normal." Thanks to your support, there is no such thing as "normal" anymore at CSL. Backed by your gifts of time, talent, and treasure, CSL continued to innovate new opportunities to support low-income families in our area.

In the era we live, we can easily read stories of communities that are doing innovative things to help people economically. With the internet and social media, we can glean ideas from the neighboring town, or across the globe. There were generations before us that thought some people were born poor, lived poor, and would die poor. We know that there are solutions to break cycles of poverty. Your resources are helping us accomplish that in Kansas City.

The CSL of a generation ago is still here doing great work. However, the CSL of today, powered by your support, is layering and integrating traditional services like Housing, Employment, Income Supports, and Financial Coaching for maximum impact in our neighbors' lives. Our community impact work around Small-Dollar Lending, Early Education, Workforce Development, and Family Stability address root causes of poverty and help provides a bright future.

Our new work requires new partnerships, new funding sources, and it is usually time- and labor-intensive (but well worth it in the end). Your support has come in at record levels, and we simply could not accomplish the work highlighted in this annual report without you. I hope you feel good about our collective impact.

Sincerely,



**Doug Cowan**  
President &  
Chief Executive Officer  
cowand@csllcares.org  
816.912.4484



**OUR MISSION** To assist communities in reaching their potential by providing immediate relief to people in need, assessing their situations, and providing solutions that lead to economic stability.

**OUR VISION** Communities where all people have resources to meet basic needs, attain meaningful work, and have a place to call home.

**OUR PURPOSE** To make meaningful and lasting change in peoples' lives.

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# BOARD OF DIRECTORS



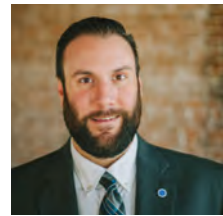
**Dr. Cathleen Cackler-Veazey**  
Chair  
Community of Christ



**Sonci Bleckinger**  
Vice Chair  
Central Bank of the Midwest



**Karen Schuler**  
Secretary  
GEHA



**Jeff Benson**  
Treasurer  
St. Mary's Medical Center



**Jeff Anger**  
Independence School District



**Irene Baltrusaitis**  
City of Independence and The Examiner (Retired)



**Judge Patrick Campbell**  
Jackson County Circuit Court



**Reggie Chandra**  
Rhythm Engineering



**Cathi Christina**  
Community Volunteer



**Don Fore**  
Independence School District (Retired)



**Hannah Francis**  
Commerce Bank



**Dr. Paul Kinder**  
Blue Springs School District (Retired)



**K. Martin Kuny**  
The Kuny Law Office



**Garland Land**  
State of Missouri (Retired)



**Deb Ohnoutka**  
St. Mary's Medical Center



**Jim Parcel**  
Former Mayor, City of Buckner (Retired)



**Ana Reyes**  
LGC Hospitality



**Dr. Dred Scott**  
Independence School District



**Julie van Dijk**  
Unilever



**Jerry Vaughan**  
Grain Valley Education Foundation



**Laura Vernon**  
Drumm Farm Center for Children and Independence School District (Retired)



**Eric Washington**  
Community Volunteer



**Judge Jack Gant**  
Emeritus Member



**Doug Cowan**  
President & CEO  
Ex-Officio Member

## BALANCE SHEET

As of 12/31/2017

	12/31/17	12/31/16	\$ Change
<b>ASSETS</b>			
Current Assets			
Checking/Savings			
Operating Checking/Savings	501,237.91	402,959.00	98,278.91
Designated Checking/Savings	144,614.32	147,153.44	-2,539.12
Noland Road Capital Campaign	14,804.08	62,365.28	-47,561.20
24 Highway Capital Campaign	954,461.03	465,097.63	489,363.40
Total Checking/Savings	1,615,117.34	1,077,575.35	537,541.99
Accounts Receivable			
1310 - Accounts Receivable	31,339.97	15,656.68	15,683.29
Total Accounts Receivable	31,339.97	15,656.68	15,683.29
Other Current Assets			
1350 - Contract Income Receivable	322,889.75	196,421.97	126,467.78
1410 - Inventory	33,746.00	37,004.00	-3,258.00
1510 - Prepaid Expenses	51,017.93	34,477.82	16,540.11
Total Other Current Assets	407,653.68	267,903.79	139,749.89
Total Current Assets	2,054,110.99	1,361,135.82	692,975.17
Fixed Assets			
1710 - Land	475,177.03	475,177.03	0.00
1720 - Blue Springs and Oak Grove Building	199,774.05	199,774.05	0.00
1730 - Building Improvements	25,944.51	19,344.51	6,600.00
1735 - Noland Road Building	2,277,907.81	2,277,907.81	0.00
1740 - 24 Highway Building	231,082.10	231,082.10	0.00
1745 - 24 Highway Building Improvements	164,955.42	99,546.62	65,408.80
1750 - Furniture and Fixtures	138,535.38	133,646.28	4,889.10
1760 - Vehicles	50,001.80	50,001.80	0.00
1770 - Computers and Technology	106,632.97	105,007.97	1,625.00
1910 - Accumulated Depreciation	-809,474.45	-695,474.45	-114,000.00
Total Fixed Assets	2,860,536.62	2,896,013.72	-35,477.10
<b>TOTAL ASSETS</b>	<b>4,914,647.61</b>	<b>4,257,149.54</b>	<b>657,498.07</b>
<b>LIABILITIES &amp; EQUITY</b>			
Liabilities			
Current Liabilities			
Accounts Payable			
2010 - Accounts Payable	56,654.08	68,147.07	-11,492.99
Total Accounts Payable	56,654.08	68,147.07	-11,492.99
Credit Cards			
Central Bank Credit Cards	11,504.70	20,121.94	-8,617.24
Total Credit Cards	11,504.70	20,121.94	-8,617.24
Other Current Liabilities			
2110 - Accrued Payroll	32,265.25	34,141.95	-1,876.70
2220 - Accrued Payables	0.00	146.00	-146.00
2250 - UEI Designated	187,457.95	72,382.05	115,075.90
2255 - UEI Operations	126,848.42	173,569.75	-46,721.33
2257 - UEI 24 Highway Building	936,850.94	465,065.73	471,785.21
Total Other Current Liabilities	1,283,422.56	745,305.48	538,117.08
Total Current Liabilities	1,351,581.34	833,574.49	518,006.85
Long Term Liabilities			
2330 - Mortgage Loan Payable	1,360,129.71	1,528,283.18	-168,153.47
Total Long Term Liabilities	1,360,129.71	1,528,283.18	-168,153.47
Total Liabilities	2,711,711.05	2,361,857.67	349,853.38
Equity			
3010 - Unrestricted Net Assets	1,891,178.53	1,842,616.81	48,561.72
3020 - Temp Restricted Net Assets	4,113.34	4,113.34	0.00
Net Income	307,644.69	48,561.72	259,082.97
Total Equity	2,202,936.56	1,895,291.87	307,644.69
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b>4,914,647.61</b>	<b>4,257,149.54</b>	<b>657,498.07</b>

\*UEI=Unearned Income

## PROFIT & LOSS

As of 12/31/2017

	12/31/17	12/31/16	\$ Change
Ordinary Income/Expense			
Income			
4010 - Government Grants	647,349.55	231,406.20	415,943.35
4210 - Foundation Grants	397,724.63	380,332.54	17,392.09
4230 - General Donations	358,615.04	339,706.40	18,908.64
4240 - United Way Contributions	171,227.67	196,844.95	-25,617.28
4400 - Business Ventures	58,183.62	85,725.45	-27,541.83
4500 - Vocational Rehabilitation	258,028.80	34,332.69	223,696.11
4310 - Special Events	323,972.23	394,981.71	-71,009.48
4110 - Direct Client Assistance	3,217,412.39	2,963,134.55	254,277.84
Total Income	5,432,513.93	4,626,464.49	806,049.44
Gross Profit	5,432,513.93	4,626,464.49	806,049.44
Expense			
6000 - Personnel	1,302,681.16	948,455.02	354,226.14
6100 - Occupancy	120,794.63	107,682.36	13,112.27
6200 - Technology Support	87,575.13	96,019.18	-8,444.05
6300 - Professional Fees	12,248.30	11,030.00	1,218.30
6400 - Other Expenses	60,358.56	41,194.96	19,163.60
6500 - Development, Marketing, Vol	52,283.74	43,819.54	8,464.20
6550 - Centennial Campaign	58,484.90	118,177.53	-59,692.63
6600 - Special Events	125,482.32	161,546.45	-36,064.13
7070 - Depreciation	114,000.00	114,149.69	-149.69
8000 - Direct Client Assistance	3,217,412.39	2,963,134.55	254,277.84
Total Expense	281,192.80	21,255.21	259,937.59
Net Ordinary Income	5,151,321.13	4,605,209.28	546,111.85
Other Income/Expense			
Other Income			
4236 - Noland Road Campaign	0.00	50.00	-50.00
4300 - 24 Highway Campaign	80,408.80	99,546.62	-19,137.82
9001 - Capital Gain & Losses	2,298.87	2,328.47	-28.60
9002 - Income for Fixed Assets	0.00	4,191.64	-4,191.64
Total Other Income	82,707.67	106,116.73	-23,408.06
Other Expense			
4236-01 - Bad Debt Expense CC	0.00	16,240.00	-16,240.00
9010 - Mortgage Interest	56,256.78	62,570.22	-6,313.44
Total Other Expense	56,256.78	78,810.22	-22,553.44
Net Other Income	26,450.89	27,306.51	-855.62
<b>Net Income</b>	<b>307,644.69</b>	<b>48,561.72</b>	<b>259,082.97</b>

# 2017 FINANCIAL SUMMARY

Audited Financial Statements will be made available upon completion at [www.cslcares.org](http://www.cslcares.org).

MEMBERS AS OF JANUARY 31, 2018



# Pathways Out OF POVERTY

Poverty is generally described as a condition or state with a lack of resources. Sometimes, people in poverty are absent social, political, familial or other resources. Poverty is ALWAYS defined as a state where financial resources are scarce or absent. In Jackson County, 51,377 households struggle to meet basic needs. In 2017, 15,027 neighbors walked through the doors of our 11 locations seeking support to make ends meet. As we work to push back on poverty in our communities, we are committed to fighting. Here's how we do it.

## INCOME SUPPORTS

Helping stabilize families in crisis is critical to pursuing meaningful and lasting change. Whether it's helping a neighbor through a health-related catastrophe, or combatting generational poverty, CSL's Income Supports program is helping many improve household income by connecting people to public and private supports. Providing food, clothing, shelter, medical assistance, and other seasonal support that prepares families for School and Christmas continues to be paramount to our work with neighbors.

## HOUSING COUNSELING

Remaining or becoming stably housed is key in fighting the battle against poverty in our communities. CSL's Housing Counseling Program assists the homeless or those at risk of becoming homeless (either through foreclosure or eviction). Now the region's largest housing provider, CSL continues to offer Housing Counseling (CSL is a HUD-Certified Housing Counseling Agency), Permanent Housing, Tenant-Landlord Advocacy, Budgeting Classes and Assistance, Rent/Mortgage Assistance, Utility Assistance, Case Management and Needs Assessment.

## EMPLOYMENT SERVICES

Increasing financial resources, almost always accomplished by increasing earned income, is foundational in leaving poverty behind. Our employment and workforce development team is hard at work to help individuals increase household income by improving short-and long-term employment situations. We help with Résumé Writing, Computer Skills, Job Training, Work Clothes and Equipment, Job Referrals, Job Readiness, Job Retention, Interview Skills, Mentoring, Temporary Transportation and Career Development.

## FINANCES COACHING

Managing resources well is critical to progress. As income increases, neighbors work one-on-one with a Financial Coach to set goals...and achieve them! We oftentimes work on the following goals: Increasing Income, Improving Credit Scores, Increasing Net Worth, and Reducing Debt and Refinancing Loans through our partnerships with Next Step KC and Holy Rosary Credit Union.

## EDUCATION

Research tells us that Education is key to eradicating poverty in our communities. In honor of Dr. Cliff and Patty Mohn, CSL established the Mohn Early Education Initiative to connect neighbors with existing early education resources. From providing grants for tuition to community preschools, to making books and other literacy tools available, to seeding college savings accounts for young learners, early education is a major part of our future. In 2018, CSL will continue its work to connect neighbors with post-secondary and adult education resources as well.



## PUSHING BACK AGAINST POVERTY IN 2017

### Income Supports:

- Distributed \$1,254,542 of food and \$113,168 of clothing.
- Provided \$329,290 in medical services including eye exams, hearing aids, glasses, dental services and prescriptions.
- Equipped 2,500 children with school supplies and new pairs of tennis shoes to begin the school year.
- Delivered more than 10,000 presents to children for Christmas, and distributed 1,250 Christmas meal baskets to families.
- Collected \$500,000 in cash and in-kind donations to provide relief to victims of the tornado that struck Oak Grove and surrounding areas in March of 2017.

### CSL WAS NAMED HARVESTERS' 2017 AGENCY OF THE YEAR

### Housing Counseling:

- Provided \$364,612 in rent and mortgage assistance to families facing imminent homelessness.
- Paid \$308,042 towards utility bills for families facing shut-off or potential homelessness.
- Housed 31 families through the Permanent Supportive Housing Initiative.
- Supported 80 families through the Family Stability Initiative which resulted in 180 children remaining stably housed and enrolled in their neighborhood schools.
- Partnered with Preservation of Affordable Housing (POAH) to provide Integrated Services and housing stability to residents at Hawthorne Place Apartments in Independence and at Colony Plaza Apartments in Excelsior Springs.

### CSL'S HOUSING PROGRAM HAS BEEN RANKED IN THE TOP TWO FOR THE LAST THREE CONSECUTIVE YEARS

### Employment Services:

- Became Nationally Certified in Vocational Rehabilitation; served 90 neighbors interested in transitioning from disability benefits back into the workforce.
- Graduated eight welders in three weeks with OSHA and Blueprint Reading certifications; six of eight participants achieved enough practice to have a MIG Welding Certification!
- Created a framework for scaling workforce development that will ultimately connect good, trained (or trainable) workers to fill vacancies in industries needing skilled labor. In 2018, CSL will offer two rounds of CNA classes and is working with local partners to expand those offerings.

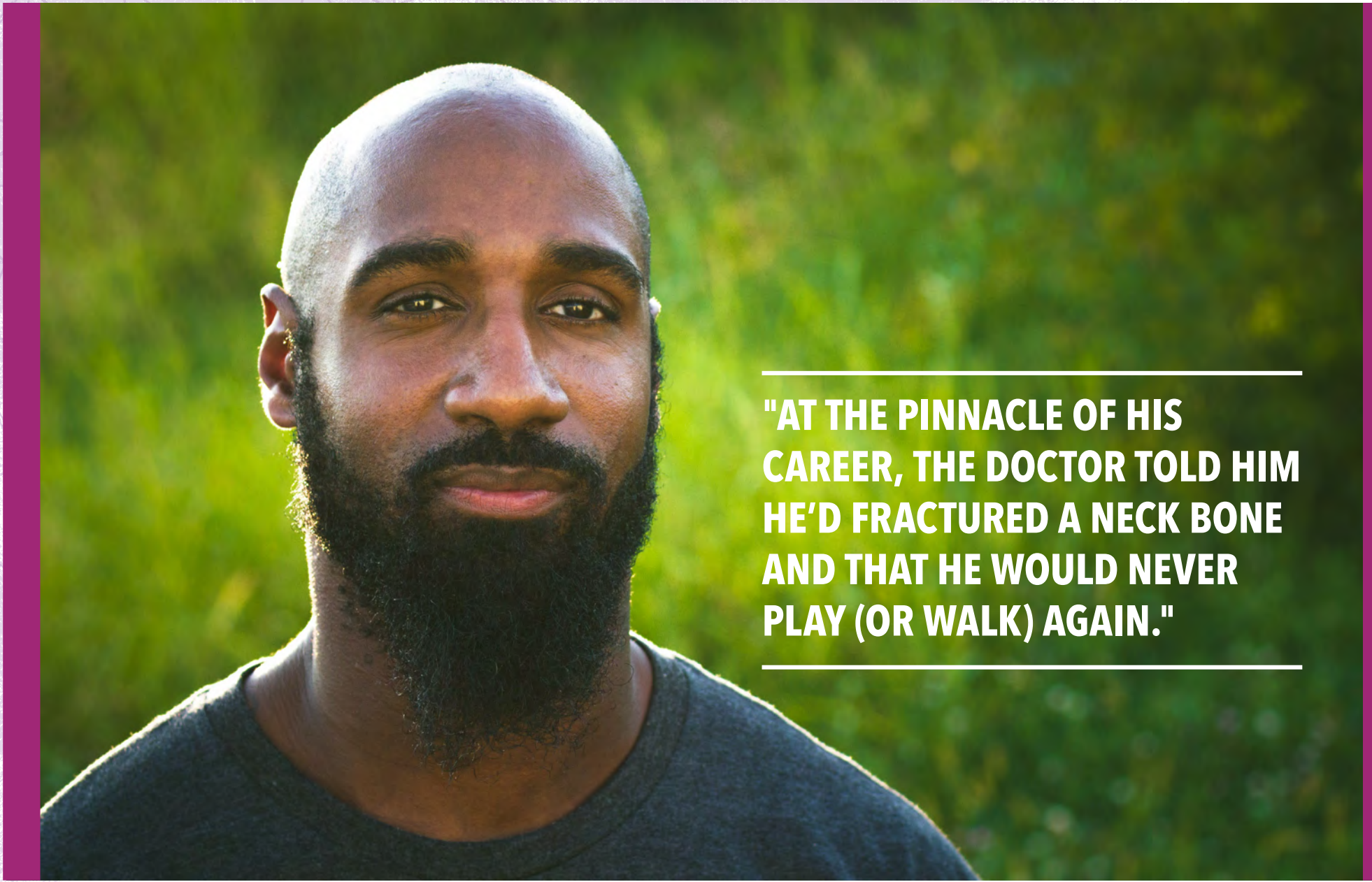
### Financial Coaching:

- Opened a second micro-branch of Holy Rosary Credit Union inside Hawthorne Place Apartments.
- CSL's Small Dollar Lending Program has provided 150+ loans (auto, pay day refinancing, consolidation, etc.) totaling over \$425,000 to clients with an average credit score of 490. To date, the default rate is less than 7%.
- Helped 184 clients with tax preparation through United Way's VITA Tax Program, providing \$150,000 in refunds and thousands saved in tax preparation fees.

### Education:

- Launched the Dr. Cliff and Patty Mohn Early Education Initiative to connect families to early education resources.
- Partnered with POAH to launch Child Savings Accounts for up to 600 children at Hawthorne Place Apartments.
- Garnered interest from community partners in creating post-secondary scholarships for CSL neighbors.





**"AT THE PINNACLE OF HIS CAREER, THE DOCTOR TOLD HIM HE'D FRACTURED A NECK BONE AND THAT HE WOULD NEVER PLAY (OR WALK) AGAIN."**

**ERIC** Washington is a 33-year old former star linebacker from the University of Kansas. Having dedicated his life to football, Eric's career was abruptly ended on September 30, 2006 when he suffered a neck injury during a game against the University of Nebraska. At the pinnacle of his career, the doctor told him he'd fractured a neck bone and that he would never play (or walk) again. The physical and emotional struggles he faced were overwhelming. Raised on the eastside of Detroit, Eric's athletic talent had opened amazing doors for him. He'd sacrificed so much to try to make a way for his family, and suddenly he was faced with the reality that his football journey was over. Eric stuck with it, overcoming incredible physical obstacles, and in 2010 he re-enrolled at KU to finish his bachelor's degree in Applied Behavioral Science, and shortly after graduating he began his MBA at Baker University. However, soon after starting his MBA, his son passed away, his mother became unexpectedly ill and he underwent two more neck surgeries resulting in homelessness.

During this time, he sought out a medical evaluation and was determined to have PTSD and a traumatic brain injury. He was referred to CSL for support, as he was recovering from critical surgeries in his van, and quickly qualified for CSL's permanent supportive housing program where 100% of his rent would be paid for. With shelter provided, Eric could focus on his personal goals like credit improvement, financial planning, and building new dreams. He also met with a CSL Employment Specialist to discuss goals and obstacles to employment. Eric is hard at work to get a degree where he can use his abilities to serve young people; his professors are helping him in the classroom using various accommodations suggested by the Traumatic Brain Injury Association. Eric's goal is to be off Social Security Disability benefits as soon as he can! In the interim, he's volunteering at Comprehensive Mental Health Services serving young people battling substance abuse, and he's helping coach and mentor young men with football dreams at Fort Osage High School. Eric is also the newest member of the CSL Board of Directors. His resilience inspires everyone he meets.

## GOING DEEPER TO MEASURE OUR IMPACT

As we continue our work in the fight against poverty, we have to ask the question, "Are we making progress?" In the work we do, we know that it takes a village to make meaningful and lasting change in each life we serve. To answer the question about progress

and impact, we believe the best indicators to be increases in household income, credit scores, and net worth.

Providing the level of support to make that kind of life change involves a team of coaches working closely with each of our families.

We are on a mission to make meaningful and lasting change in EVERY life we serve... but it's a marathon and not a sprint. Join us as we celebrate our 2017 impact in meaningful and lasting change. Help us serve even more households in 2018!

**500 FAMILIES** Participated in Integrated Service Delivery  
(approximately 8% of CSL households)

Average Household Income **INCREASED \$7,440**  
(\$620/month)

Average Credit Score **INCREASED 28 POINTS**

Average Net Worth **INCREASE \$12,000**



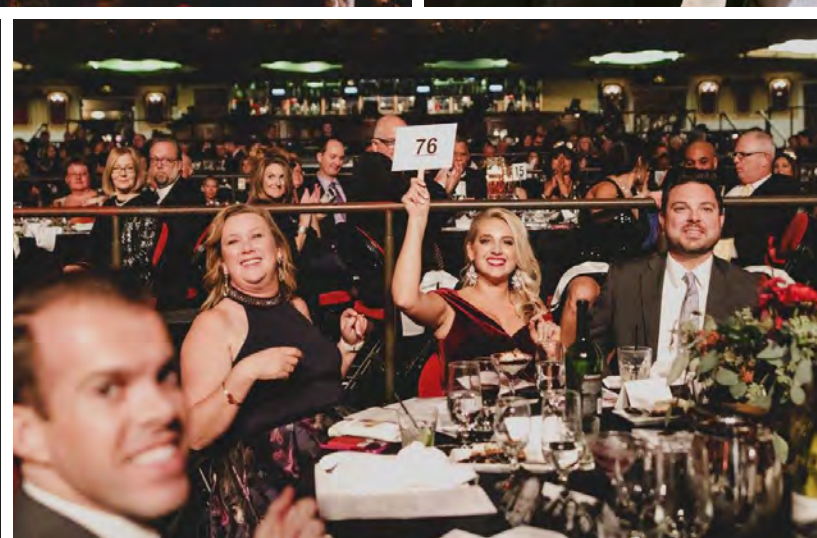


**OOH!**  
 Presented by Stewardship Capital  
**\$91,000 Raised**  
**500+ Guests in Attendance**  
**40 Unique Food and Beverage Vendors**  
**365 Auction Packages**  
**Valued at \$65,000+**

**LUMINOUS GALA**  
 Presented by Edward Jones Investments  
 VIP Event Sponsored by Foster Dental Care  
**\$154,000 Raised**  
**425 Guests in Attendance**  
**8 Exclusive Live Auction Packages**  
**Valued at \$15,000+**



2017  
**SPECIAL  
 EVENTS**





**THE 1916 CLUB** was established in 2014 to recognize those donors who make a monthly commitment to support CSL families all twelve months of the year. This giving club allows donors to make a monthly contribution that fits within their personal, philanthropic goals. In exchange, CSL recognizes members with a handsome lapel pin and invitations to special receptions throughout the year.

A special thanks to those members below who ensure CSL is available every day of the year for the families we serve.



Reed and Kim Alberg  
 John and Mary Kay Alitz  
 Dorothea Allen  
 Jeff and Cara Anger  
 Bruce and Carolyn Bailey  
 Bill and Irene Baltrusaitis  
 Rachel Barker  
 Amber Bauer  
 Trudy Beard  
 Ashley Beck  
 Matt and Kate Beem  
 Jeff Benson  
 Kim and Jason Bergman  
 John and Wendy Biggerstaff  
 Mark and Sonci Bleckinger  
 Lori Bottoms  
 Hugh and Veronica Bowlin  
 Ken and Jean Brookens  
 Jay and Rita Bryant  
 Pat and Cindy Campbell  
 Brian and Melodie Chrisman  
 Lee and Cathi Christina  
 Mike and Donna Compton  
 Tim and Jennifer Cook  
 Jerry and Sandy Cooper  
 Doug and Katie Cowan  
 Jeff and Emily Crawford  
 Ed and Sandy Cusick  
 Arnold Davis  
 Don Dourty  
 Diana Eakright  
 Ann Falkenberg  
 Dave Filliben  
 Steve and Hannah Francis  
 Carl and Chris Francka  
 Dana Freberg  
 Gary and Teresa Freeland

Noel and Carolyn Fulkerson  
 Bob and Alissa Glaser  
 Merlyn and Eleanor Grubb  
 Doug and Beth Hammer  
 Doug and Helen Hatridge  
 Hazy Rental Property  
 Geoff and Pat Henshaw  
 Rose Hernandez  
 Alison Hill  
 Debbra Hubbard  
 Katrina Huckabay  
 Anita Jonas  
 Cliff and Diane Jones  
 Adam and Jessica Kelsey  
 John and Nancy Kimak  
 Paul Kinder  
 Martin and Sandy Kuny  
 Bill and Pam Landrum  
 Debby Laufer  
 Kimo and Jennifer Manuleleua  
 Nancy Martin  
 Don and Judy McCandless  
 Ken and Cindy McClain  
 Dorene McKiernan  
 Ray and Paula Melton  
 Randy and Becky Messer  
 Donna Milstead  
 Patty and Cliff Mohn  
 Phyllis Moore  
 Ross and Dena Morrison  
 Kathy Nissen  
 Kevin and Debra Ohnoutka  
 Mark and Debbie O'Renick  
 Jim and Sharon Parcel  
 Rick and Gina Parr  
 Brianna Powers  
 Ken Popplewell, Sr.

Charles Randolph  
 Val and Dharshinie Reid  
 J.P. and Janea Roberts  
 Jim Robinson  
 Rusty and Lynn Rose  
 John and Stephanie Roush  
 Rory and Tedi Rowland  
 Dan and Pam Sbisa  
 Don and Carol Schaefer  
 Karen and John Schuler  
 Jeff and Lindy Sheets  
 Terry and Betty Snapp  
 Jonathan and Dana Soper  
 Mark Stowell  
 Montie and Marge Tripp  
 Fern Truschke Stuart  
 Steve and Kathy Tucker  
 Anthony Tyler  
 Todd and Nicole Underwood  
 Brenda Valdivieso  
 Steve and Cathi Veazey  
 Jerry and Laura Vernon  
 Jim and Jana Waits  
 Martha Waits  
 Bart and Linda Walsh  
 Linda Weber  
 Lysle and Carolyn Weeks  
 Andy and Sarah Wimberley  
 Mark and Sharon Wingate  
 Greg and Joyce Wolfe



**THE BESS WALLACE TRUMAN LEGACY SOCIETY** was established in 2014 to honor the generosity of donors who, through thoughtful planning, have made provisions in their estates to endow the future of Community Services League. Established in the name of our famous founder, members of the Bess Wallace Truman Legacy Society have included CSL in their will or estate plan to ensure our important work will continue for centuries to come.

Each member is presented with a beautiful painting of the Truman Home created by John Roush, and is permanently recognized at the CSL office on Noland Road. Our deepest appreciation to the following individuals who have made this commitment to support an even brighter future for CSL:

**2015 Inaugural Members:**

Bill and Irene Baltrusaitis  
 Trudy Beard  
 Matt and Kate Beem  
 Ken and Jean Brookens  
 Chris Henning  
 Mary Lou Jennings  
 (posthumously)  
 Cliff and Diane Jones  
 Cliff and Patty Mohn  
 Jim and Sharon Parcel  
 John and Stephanie Roush  
 John and Karen Schuler  
 Terry and Betty Snapp  
 Steve and Kathy Tucker  
 Martha Waits

**2016 Members:**

Anonymous  
 Brian and Melodie Chrisman  
 Doug and Katie Cowan

**2017 Members:**

Doug and Helen Hatridge  
 Bill and Pam Landrum  
 Melanie Moentmann  
 Jeff and Marita Ray  
 Russell and Lynn Rose  
 Steve Veazey and  
 Cathi Cackler-Veazey



**If you have included CSL in your will or estate plan and would like to be recognized as a new member of the Bess Wallace Truman Legacy Society, please contact our office today!**





# CELEBRATE WITH US!



In January CSL opened its 11th location at Hawthorne Place Apartments in Independence in partnership with property manager Preservation of Affordable Housing (POAH). As part of a national effort to bring a focused approach to helping families move from poverty to economic stability, a grand opening was held on August 30th.

Over 2,000 neighbors live in 745 rental units located on both sides of US 24 Highway. 1,000 of those residents are under the age of 18 and 500 are under the age of 5. Residents pay 30% of their income in rent, and have access to a variety of income supports to help them experience life change! Recently approved as a Family Self-Sufficiency program, HUD now provides an additional incentive to Hawthorne families to increase their household income. Through this program, an enrolled resident that increases his/her household income, experiences a rent increase. The difference in their monthly rent rate is now escrowed into a wealth-building account which can be accrued for up to five years. Residents are able to apply their accounts towards home ownership, college advancement or debt repayment. POAH, through the Amy Anthony College Savings Accounts, has also pledged to open an account in the name of 600 students! Cumulatively, CSL and POAH have pledged more than \$1.5 million over the next five years to build assets, wealth, and opportunity for our neighbors at Hawthorne!



## Campaign COMPLETE!

By December 31, 2017, CSL successfully completed its

### \$1 MILLION CAMPAIGN TO RENOVATE THE 24 HIGHWAY BUILDING

bringing both community and economic development to residents of Northwest Independence and Sugar Creek. Renovations are under way and a grand opening is expected by early summer of 2018. A big thanks goes to the following donors for their incredible support and investment in this project!

**\$400,000+**  
Sunderland Foundation

**\$150,000+**  
Mabee Foundation

**\$100,000+**  
Doug and Beth Hammer

**\$75,000+**  
Central Bank of the Midwest  
Will & Grail

**\$50,000+**  
Chuck and Sally Baldwin  
Gene and Joanne Cable  
Swim Things

**\$25,000+**  
Trudy Beard  
H&R Block Foundation  
Cliff and Diane Jones  
McGee Foundation  
Russ and Linda Sims

**\$10,000+**  
Anonymous  
Larry and Susan Blick  
Tom and Debra Craig  
Jim and Paula Gamble  
Lysle and Carolyn Weeks  
Greg and Joyce Wolfe

**\$5,000+**  
Powell CWM  
Mike and Peggy Howe  
JE Dunn  
John and Nancy Kimak  
Rotary Club of Eastern Independence

**\$2,500+**  
Doug and Katie Cowan  
Randall and Helen Ferguson  
Jeff and Marita Ray

**\$1,000+**  
Dave and Connie Mayta

**\$500+**  
Ken and Jean Brookens  
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Tracy Nielson  
Garland and Maryann Nieweg  
Oakland United Methodist Church  
Old Chicago Pizza and Taproom  
Sandra Olinger  
Margo Olson  
Irene Olson  
Bjorn and Cecilia Olsson  
Scott and Jann Opoka

Mark and Debbie O'Renick  
Outback Steakhouse  
Marla Oyer  
Hannah Oyer  
Jeff and Michelle Padley  
Tyler Page  
Kathryn Paine  
Courtney Palmer  
Palomino's Mexican Restaurant  
Panera Bread  
Jim and Sharon Parcel  
Kara Paris  
Parisi Artisan Coffee  
Phil and Barb Parrino  
Jeff Parrino  
Gary Paul  
Dennis Paul  
Merna Pease  
Don Pannel  
Cheryl Pennington  
Cheri Pennington-Briggs  
Edna Pete  
Pete and Mac's Pet Resort  
Joe and Shirley Peters  
Sue Phipps  
Steve Pole  
Tirzah Pollard  
Poppy's Donuts  
Gary and Sandra Porter  
Glenda Price  
Donna Price  
Karen Prince  
James and Barbara Prine  
Public House Brewing Company  
Quality Hill Playhouse  
QuikTrip Corporation  
Jeffrey and Julie Ragsdale  
Terrianna Rains  
Jim and Nancy Rand  
Pat Read  
Travis Reams  
Erin Reese  
Don and Jo Reimal  
Terry Reine  
ReVibe Yoga and Wellness  
Linda Rhodenlander  
Joyce Rhodes  
Kenny Rice  
Tom and Jane Richards  
Jackie and Kent Richardson  
Frances Richey  
Scott and Jann Riggs  
Jim Ring  
James and Vickie Roach  
Kerri Robel  
Doug and Ginelle Roberts  
J.P. and Janae Roberts  
Jim Robinson  
Jay and Vicki Robinson  
Jeff Robinson  
Jacob and Vicki Robinson  
Jennifer Rooks  
Rotary Club of Eastern Independence  
John and Stephanie Roush  
Daniel Roush  
Royal Meadows  
Adam Rygiol  
Joy Sanchez  
Mildred Sanders  
Ruth Sanders  
Cathy Savlin  
Alice Sawyers  
Scandinavia Place  
Sue Schaefer  
Sarah Schieber

Jerry and Irene Schmitt  
John and Judy Schofield  
Judy Schroeder  
John and Karen Schuler  
Jim and Caryl Schultz  
Ken and Patty Schumacher  
Terry Schuster  
Raymond Scott  
Peter Scott  
Vern and Marilyn Scott  
Robert and Shirley Scott  
Keith and Catherine Scott  
Scout and Molly's Boutique  
Sealife/LegoLand Discovery Center  
Lowell and Cindy Seaman  
Second Chance Store  
Jennifer Sexton  
Bud and Florine Sheehy  
Shepherd of the Valley Lutheran Church  
Sheraton Crown Center  
David Sherpy  
Nancy Shields  
Sharon Shippy  
Donna and Kenneth Short  
Dorothy Short  
Donna Shuler  
Jeffrey and Kimberly Shultz  
Francis Sibert  
Jack and Norma Jean Sigler  
Silver Dollar City  
Silverstein Eye Centers, P.C.  
Brett and Joy Simpson  
Sinclair's Restaurant  
Six Mile Baptist Church  
Pat Smith  
Troy and Melissa Smith  
Pat Smith  
Donald and Norma Smith  
Dianna Smith  
Wanda Smith  
Smokehouse BBQ Inc.  
Snow & Co.  
Brian and Sharon Snyder  
Jacqueline Sommer  
Jana Soule  
Speaks Family Legacy Chapels  
Carol Spear  
Spectra Food Services and Hospitality  
Pascal and Deanne Spehar  
Spicy Guys Pretzels  
Claire Sprick  
St. Paul's Lutheran Church  
Marshall Stapleton  
Starbucks  
Starke Law Offices  
Michael and Lisa Stattelmann  
Staybridge Suites  
Steamboat Arabia  
Joy Stephenson  
Dale Sterbenz  
Jim Stoll  
Stone Church Community of Christ  
Mark Stowell  
Linda Stuckmeyer  
Linda Sullivan  
Summit Grill & Bar  
Robert and Mary Ellen Svoboda  
Sweatez  
Swim Things  
Denise Talley  
Bob and Joyce Tally  
Ted and Juanita Taylor  
Jim Taylor  
Melinda Taylor

T-Bones Baseball Club, LLC  
Michael and Janice Tebben  
Terra Health & Wellness Market  
The Big Biscuit  
The Bike Stop  
The Cleaning Authority  
The Elms Hotel & Spa  
The Keeler Family  
The Nelson-Atkins Museum of Art  
The Tivoli Cinemas  
Lois Thompson  
David and Carol Thompson  
Three Trails Animal Hospital  
Janet Thresher  
Leah Tonga  
Top Hat Winery  
Bob and Mary Ann Touzinsky Jr.  
Trader Joe's  
Ann Trask  
Connie Truelove  
Truman High School  
THCF Youth Advisory Council  
Truman Medical Centers  
Vicky Trussel  
Irvine Tucker  
Steve and Kathy Tucker  
Mike Tucker  
Marie Turner  
Merlena Turner  
Ms. Twill  
Unicorn Theatre  
Unilever Best Foods North America  
Dorothy Vader  
Julie Van Dijk  
Van Horn High School  
Jody VanWey  
Steve and Cathi Veazey  
Judy Velder  
Jerry and Laura Vernon  
Julie Vigliaturo  
Velton and Melissa Viles  
Paul and Dolores Voss  
Colene Votk  
V's Italiano Ristorante  
Michael and Debbie Wachs  
Darla Wagner  
Jim and Jana Waits  
Martha Waits  
Waldo Pizza  
Walmart  
Walmart Store #1014  
Doris Walruff  
Michael Walton  
Timothy Ward  
Virginia Warren  
Linda Warren  
Barb Webb  
Linda Weber  
Mechelle Weedin  
Gary and Janice Wendleton  
Cheri West  
Steve and Kristine Westover  
Roland Wheatley  
Brett Whetstone  
Gary and Deb White  
Jean White  
Sandy Whitehead  
Jenna Wieberg  
Susan Wiemann  
Ken and Kathy Wilcox  
Wild Bird Centers  
Laurie Wiley  
William Chrisman High School  
Terry and Stephanie Williams  
Bob and Judy Williams

Nancy Willis  
Carol Willits  
Brenda Wilson  
Sharon Wilson  
Phyllis Windes  
Liza Wisner  
Richard Wolf  
Carrie Wood  
Muriel Woodburn  
John Woodward  
Priscilla Wowak  
Brian and Traci Wowak  
Crystal Wyatt  
Joann Wyman  
Yummy Favorites Catering  
Dawn Zachgo  
Gwen Zumalt



# THANKS to our Staff



**Bruce Bailey**  
Vice President-Income Supports  
& Family Stability Specialist



**Rachel Barker**  
Financial Coach



**Amber Bauer**  
Vice President of  
Housing Services



**Ashley Beck**  
Noland Road Site Manager



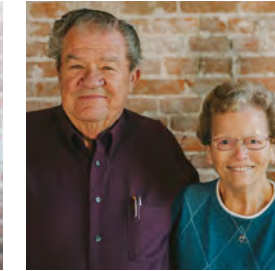
**Lori Bottoms**  
Employment Services Assistant



**Jennifer Manuleleua**  
Community Development Manager,  
Hawthorne Place Apartments



**Ebony McKinney**  
One Stop Shop Outreach Specialist,  
Full Employment Council



**Mac and Liz McLeod**  
Fairmount Site Managers



**Dena Morrison**  
Special Events Manager



**Mark O'Renck**  
Chief Innovation Officer



**Veronica Bowlin**  
Chief Financial Officer



**Melodie Chrisman**  
Assistant Vice President-Income  
Supports & Compliance Manager



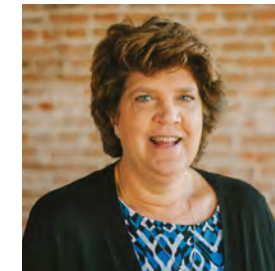
**Donna Compton**  
Grain Valley Site Manager



**Doug Cowan**  
President & CEO



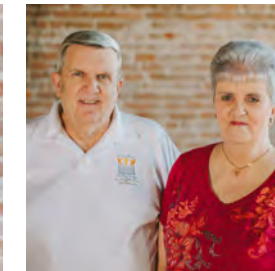
**Arnold Davis**  
Employment Specialist



**Gina Parr**  
Oak Grove Site Manager



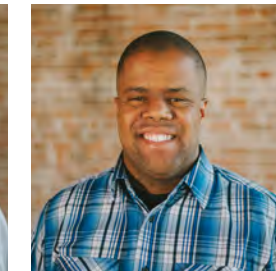
**Brianna Powers**  
Housing Stability Specialist,  
Hawthorne Place Apartments



**Mike and Darla Pummill**  
39th Street Site Managers



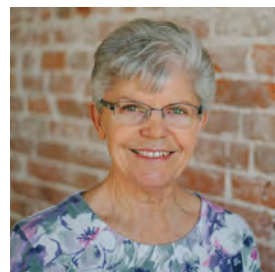
**Mike Pummill**  
Medicine Cabinet Assistant



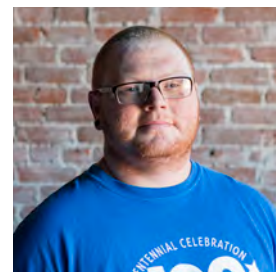
**Charles Randolph**  
Employment Specialist



**Diana Eakright**  
Vocational Services Manager



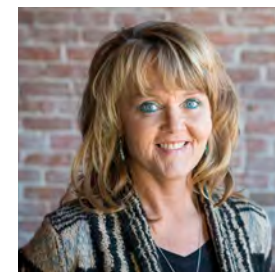
**Ruth Farrand-Cox**  
Buckner Site Manager



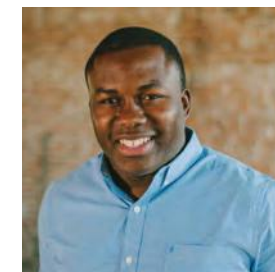
**Josh Feickert**  
Warehouse Assistant



**Dave Filliben**  
Resident Services Coordinator,  
Colony Plaza Apartments



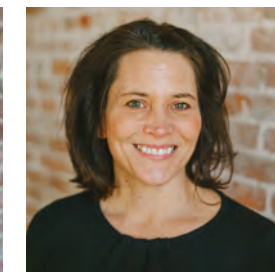
**Belinda Goodwin**  
One Stop Shop Coordinator,  
Full Employment Council



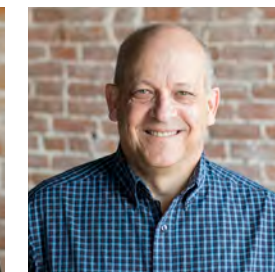
**Valentine Reid**  
Financial Coaching Manager



**Jim Robinson**  
Employment Specialist



**Lynn Rose**  
Senior Vice President



**Jeff Sheets**  
Financial Coach,  
Hawthorne Place Apartments



**Anthony Tyler**  
Homeless Case Manager



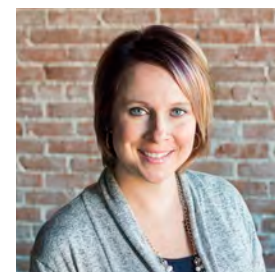
**Rose Hernandez**  
Career Development Specialist,  
Hawthorne Place Apartments



**Debra Hubbard**  
Assistant Noland Road  
Site Manager



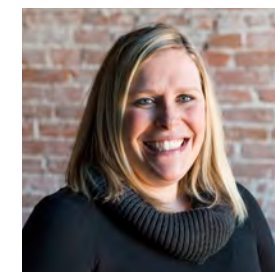
**Katrina Huckaby**  
Employment Specialist



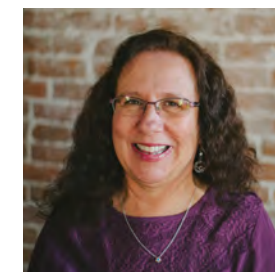
**Jessica Kelsey**  
Administrative Assistant



**Debby Laufer**  
Vice President-Employment  
Services



**Nicole Underwood**  
Major Gifts Manager



**Sharon Wingate**  
Blue Springs Site Manager



**Jeanne Young**  
Buckner Site Manager



# Thanks to our OFFICE STAFF

## 39th Street

Debbie Benner  
Betty Bolles  
Dian Bunn  
Harold Jett  
Pris McKeaigg  
Linda Parker  
Frances Richey  
Pat Short  
Liza Wisner

## Blue Springs

Paula Barry  
Shelia Buck  
Ruby Fulton  
Diana Gibson  
Linda Hardin  
Linda Harris  
Sharon Humbird  
Sherri Ledgerwood  
Dottie Littlejohn  
Ken Littlejohn  
Leanne Mainard  
Betsy Mansell  
Karen Meisenheimer  
Traci Menke  
Jan Moran  
Mike Moran  
Linda Osbourne  
Linda Porter  
Mary Ann Schmitz  
Joni Shover  
Sharon Stewart

## Buckner

Donna Battles  
Karen Bruns  
Lorraine Gilmore  
Cecile Lee Hertzberg  
Fran Jeffries  
Judy Oetting  
Joyce Rhodes  
Marly Webb

## Fairmount

Pat Adrian  
Betty Chastain  
Daryl D'Antonio  
Connie Hathhorn  
Debra Hollis  
Frank Hollis  
Chari Kilgore  
Obid Kilgore  
Scott Land  
Ronald Lee, Jr.  
Jana Phillips  
Sterling South  
Sue South  
Gerri Willis

## Grain Valley

Marvin Bult  
Ellen Cram  
Mary Gabriel  
Dan Griessel  
Jenny Griessel  
Tina Jamieson  
Debbie King  
Jeanne Stroup

## Noland Road

Mike Alexander  
James Bailey  
Sue Brickhouse  
Malia Brown  
MJ Brown  
Cindy Corneluis  
Mary Cowan  
Sherri Davis  
Carol Epps  
Rena Fletcher

Debbie Fleetwood  
Lonnie Fleetwood  
Lisa Freberg  
Nathan Hand  
Chester Hicks  
Zola Johnstone  
Garland Land  
Nancy Martin  
Gail Miller  
John Nolle  
Jeanne Rider  
Sue Talcott  
Dana Taylor  
Jim Taylor  
Kay Taylor  
Beth Tracy  
Kathy Tucker  
Steve Tucker  
Lou Walker  
Martha Waits

## Oak Grove

Jana Bickel  
Diane Branstetter  
Curt Carter  
Renee Fallman  
Sue Green  
Dave Haase  
Sandi Lance  
Bill Liljegren  
Aleita Maberry  
Evelyn Morrill  
Pat O'Hare  
Rick Parr  
Michele Pycior  
Sandy Spencer  
Linda Whitehead



*Veatrice Henson*

At 106 years old, Veatrice Henson passed away on August 29, 2017. Veatrice served faithfully at the Grain Valley office and will be dearly missed.

# Coming Soon to 24 Hwy



COMMUNITY SERVICES LEAGUE

# COMMUNITY CAFÉ







404 N. Noland Road  
Independence, MO 64050

**Blue Springs**

CSL Office  
200 SW 10th Street  
Monday, Wednesday & Friday  
9am-Noon & 1pm-4pm  
816.229.0033

**Buckner/Sibley**

Community of Christ  
1001 S. Sibley Street  
Wednesday, 8am-Noon  
816.249.5820

**Excelsior Springs**

Colony Plaza Apartments  
404 St. Louis Ave.  
816.491.2873

**Independence (24 Highway)**

CSL Office  
10725 W. US Hwy 24  
By Appointment Only

**Independence (39th Street)**

Christ United  
Methodist Church  
14506 E. 39th Street  
Wednesday, 9am-3pm  
816.254.8209

**Independence (Fairmount)**

Fairmount Christian Church  
800 S. Hardy Avenue  
Tuesday & Thursday  
9am-11am & 1pm-3pm  
816.254.0446

**Independence (Hawthorne)**

Hawthorne Place Apartments  
16995 E. Dover Lane  
Monday-Friday, 8am-5pm  
816.491.2871

**Independence (Main)**

CSL Office  
404 N. Noland Road  
Monday-Friday, 8am-5pm  
816.254.4100

**Grain Valley**

First Baptist Church  
207 W. Walnut Street  
Wednesday  
9am-Noon & 1pm-4pm  
816.355.0328

**Oak Grove**

CSL Office  
1408 SE Austin Street  
Tuesday & Thursday  
8am-Noon & 1pm-4:30pm  
816.690.8213

**Raytown**

REAP Office  
9300 E. 75th Street  
Work Express,  
By Appointment Only

