



# 2022 Annual Report





The credit union mantra of “people helping people” is something that everyone at CommunityAmerica takes to heart. We strive to deliver upon that every day to you, the member-owner, our employees, and the communities we serve. I lead with the belief that by taking care of people, everything around you elevates in an impactful way.

At CommunityAmerica, we know people are unique and have their own life journeys. We take a holistic approach to viewing the member, and we are committed to providing the tools and resources people need to achieve financial peace of mind. We did that in a big way in 2022. From opening our first Community Access Center to upgrading our system to ending the year with the biggest Profit Payout we’ve ever had, we uncovered even more ways to serve our members and position ourselves to be their trusted financial partner through each life stage.

During 2022, the credit union grew total assets by \$262.1 million, to over \$4.71 billion. Consumer deposits increased by \$146.1 million over the year, while commercial deposits grew \$56.5 million, totaling \$4.1 billion in deposit balances at year-end. CommunityAmerica also originated \$1.5 billion in consumer loans and \$89 million in commercial loans, equating to a total loan growth rate of 9.0%. Total loan balances reached \$2.9 billion at year-end 2022.

All of this added up to \$9.5 million dollars that went back to you through our Profit Payout program.

I’m so proud of what this team accomplished in 2022. I invite you to read more about some of the highlights and performance of the credit union.

Thank you for believing in us and being a valued member of the CommunityAmerica family. We look forward to serving you.

Lisa R. Ginter  
Chief Executive Officer



## 2022 Highlights

### Growth and Commitment

CommunityAmerica continued to grow in 2022, with total assets hitting \$4.71 billion. As a not-for-profit financial institution, we return our profit to those who bank with us in many ways like great rates, low fees, and of course, Profit Payout.



*"Our 2022 Profit Payout resulted in a record-setting payout of \$9.5 Million to members"*

We showed our commitment to the region by adding and enhancing strategic partnerships and our community giveback. Everyone at the credit union, from the front line to leadership, is devoted to our communities and the people who are a part of them. We work hard to understand what people need to better their lives and build relationships to be that resource that helps get them on a path to thrive. This personalized service is unique in the financial industry and helps us stand out in Kansas City. Once again, it helped bring significant growth for the credit union and further reflected the incredible commitment we’ve shown to our members over the last eight decades.

### Technology Enhancements

We strive to be innovative and have best-in-class technology to offer our members, so we enhanced our tech stack in a very significant way last year. Our System Upgrade was a massive undertaking that was fully implemented in the fall of 2022. We converted two 28-year-old systems into one and did it with very little impact to members. Member sentiment about the experience was positive.

One perk of the upgrade is convenience for the member. Everyone who banks with the credit union can see *all* of their accounts, including joint accounts, in one place, anywhere, at any time. It also benefits businesses as they can now go to any branch to conduct transactions or speak with a CommunityAmerica employee rather than having to go to a specific branch.

Efficiency is an advantage for our member-facing staff including the front line and our Member Service Center. They can access a member’s account and see every individual product they have in one location. This gives the employee a clearer picture and a better understanding of the member and their needs. They can provide better assistance in a more timely manner and recommend products and services that can help the member on their financial journey.

To enhance the member’s wealth management experience, we also developed an award-winning investment portal (BISA 2022 Technology Innovation Award) that provides members a comprehensive, holistic view of their investments in the credit union’s online banking platform. Instead of the member accessing their investment information in a different system with different credentials, we house our investment portal in the credit union’s online banking platform – with a single sign on – thus allowing for a seamless experience for the member.

Our main goal was to enhance the member’s wealth management experience. We believe if we increase member satisfaction, it will lead to more referrals, thus increasing the volume of investment activity. This will ultimately lead to more bottom-line revenue.





### Community

In 2022, we unveiled our first-ever Community Access Center in Hickman Mills. We knew we could do more to help the substantial growth in the region. This center serves as a place to strengthen and enrich our community by offering personalized financial coaching, partnership with local organizations, access to free Wi-Fi and technology, and a community room that is free to reserve and use. This building will be a library of resources to deliver holistic solutions to enhance peace of mind for individuals and businesses.

At the credit union, we understand everyone's journey is unique, and there are services beyond your traditional banking products that people need to truly better their lives. We established four primary determinants that we believe we could help with:

- Financial Well-Being
- Education and Workforce Development
- Community Support
- Health and Well-Being

CommunityAmerica will lean on our own expertise to deliver financial counseling to help people in the area. We'll partner with other local organizations who will lend their knowledge and resources to help remove obstacles to people's goals that fall under the other three determinants. We partnered with Metropolitan Community College at the Hickman Mills branch to offer classes and resources to help people on their journey. We'll continue to open more Community Access Centers throughout the metro.

The Community Access Centers are staffed with a brand-new role we created called Financial Well-Being Coaches. They're Certified Credit Union Financial Counselors (CCUFC) through the CUNA Financial Counseling Certification Program (FiCEP) and possess expert knowledge of all products and services to provide support for members at every life stage. They meet with people in one-on-one money management sessions and are dedicated to helping individuals develop personalized life plans. They'll also meet with the member for regular financial check-ups and share workshops and other support services to help them personalize their financial journey. If you're interested in meeting with one of our coaches, please email them at [wellbeingteam@cacu.com](mailto:wellbeingteam@cacu.com).



## Consolidated Statements of Financial Condition

December 31, 2022 and 2021 (Dollars in Thousands)	2022	2021
<b>ASSETS</b>		
Cash on hand	77,380	59,135
Cash equivalents	41,958	501,289
<b>Cash and cash equivalents</b>	<b>\$ 119,338</b>	<b>\$ 560,424</b>
Trading securities	155,030	156,909
Securities available for sale	1,029,125	824,402
Securities held to maturity	229,125	-
Investments in CUSOs	1,945	1,979
Mortgage loans held for sale	23,599	199,454
Loans, net	2,864,986	2,449,835
Accrued interest receivable	12,625	8,653
Mortgage servicing rights (MSRs)	65,986	41,910
Premises and equipment, net	67,169	64,299
Federal Home Loan Bank stock	26,149	18,458
NCUSIF insurance deposit	39,765	33,069
Delinquent GNMA loans	8,780	34,896
Other assets	68,847	56,129
<b>Total Assets</b>	<b>\$ 4,712,469</b>	<b>\$ 4,450,417</b>
<b>LIABILITIES AND MEMBERS' EQUITY</b>		
<b>LIABILITIES</b>		
Members' share and savings accounts	4,092,530	3,890,042
Borrowings	110,000	10,000
Secured borrowings	8,780	34,896
Repurchase agreements	6,408	3,114
Accrued interest payable	9,528	9,098
Other liabilities	95,021	65,372
<b>Total Liabilities</b>	<b>\$ 4,322,267</b>	<b>\$ 4,012,522</b>
<b>MEMBERS' EQUITY</b>		
Regular reserve	81,364	81,134
Undivided earnings	372,647	356,712
Accumulated other comprehensive income/(loss)	(75,628)	(13,096)
<b>Total CommunityAmerica Members' Equity</b>	<b>\$ 378,383</b>	<b>\$ 424,750</b>
Non-controlling interest	11,819	13,145
<b>Total Members' Equity</b>	<b>\$ 390,202</b>	<b>\$ 437,895</b>
<b>Total Liabilities &amp; Members' Equity</b>	<b>\$ 4,712,469</b>	<b>\$ 4,450,417</b>

# Consolidated Statements of Income

Years ended December 31, 2022 and 2021 (Dollars in Thousands)	2022	2021
INTEREST		
<strong>INTEREST INCOME</strong>		
Loans	119,362	105,230
Securities available for sale	15,276	6,793
Securities held to maturity	3,197	-
Trading securities	3,640	3,361
Cash equivalents	9,539	2,156
<strong>Total Interest Income</strong>	<strong>\$ 151,014</strong>	<strong>\$ 117,540</strong>
<strong>INTEREST EXPENSE</strong>		
Members’ share and savings accounts	20,514	16,705
Borrowed funds	7,763	2,528
<strong>Total Interest Expense</strong>	<strong>\$ 28,277</strong>	<strong>\$ 19,233</strong>
<strong>Net Interest Income</strong>	<strong>\$ 122,737</strong>	<strong>\$ 98,307</strong>
Provision for loan losses	9,393	7,700
<strong>Net Interest Income After Provision for Loan Losses</strong>	<strong>\$ 113,344</strong>	<strong>\$ 90,607</strong>
NON-INTEREST		
<strong>NON-INTEREST INCOME</strong>		
Service fees	27,063	21,079
Gain on the sale of loans	15,108	31,308
Credit and debit card transaction fees	43,937	40,468
Origination income	23,187	33,165
Mortgage loan servicing	15,829	14,256
Brokerage commissions	4,655	4,910
Advisory fees	5,169	5,304
Ancillary product fees	1,124	1,477
Net gains/(losses) on trading securities	(21,163)	6,251
Net gains/(losses) on sale of securities available for sale	(177)	3,353
Realized gains/(losses) on repossessed and foreclosed assets	(200)	17
Other	1,785	1,516
<strong>Total Non-Interest Income</strong>	<strong>\$ 116,317</strong>	<strong>\$ 163,104</strong>
<strong>NON-INTEREST EXPENSE</strong>		
Compensation and benefits	111,776	108,494
Operations	39,724	36,663
Professional fees and outside services	18,973	16,229
Advertising	15,275	13,968
Occupancy	9,256	9,319
Loan processing	7,594	8,742
Travel and conference	2,973	2,193
Other operating expenses	9,481	12,654
<strong>Total Non-Interest Expense</strong>	<strong>\$ 215,052</strong>	<strong>\$ 208,262</strong>
<strong>Net Income</strong>	<strong>\$ 14,609</strong>	<strong>\$ 45,449</strong>
Net income attributable to non-controlling interest	(1,326)	836
<strong>Net Income Attributable to CommunityAmerica</strong>	<strong>\$ 15,935</strong>	<strong>\$ 44,613</strong>

# Consolidated Statements of Members’ Equity

Dollars in Thousands	Retained Earnings			Accumulated	Non-	Total
	Regular Reserve	Undivided Earnings	Total	Other Comprehensive Income/(Loss)	Controlling Interest	Members’ Equity
<strong>Balance, January 1, 2021</strong>	\$ 79,130	\$ 312,099	\$ 391,229	\$ 4,780	\$ 12,309	\$ \$408,318
Net income	-	44,613	44,613	-	836	45,449
Other changes to undivided earnings	-	-	-	(17,876)	-	(17,876)
Other comprehensive income	2,004	-	2,004	-	-	2,004
<strong>Balance, December 31, 2021</strong>	<strong>\$ 81,134</strong>	<strong>\$ 356,712</strong>	<strong>\$ 437,846</strong>	<strong>\$ (13,096)</strong>	<strong>\$ 13,145</strong>	<strong>\$ 437,895</strong>
Net income	-	15,935	15,935	-	(1,326)	14,609
Election of fair value option for mortgage servicing rights	-	-	-	(62,532)	-	(62,532)
Other comprehensive income	230	-	230	-	-	230
<strong>Balance, December 31, 2022</strong>	<strong>\$ 81,364</strong>	<strong>\$ 372,647</strong>	<strong>\$ 454,011</strong>	<strong>\$ (75,628)</strong>	<strong>\$ 11,819</strong>	<strong>\$ 390,202</strong>

## Treasurer’s Report

In 2022, CommunityAmerica Credit Union grew total assets by \$262.1 million, to \$4.71 billion. Consumer deposits increased by \$146.1 million over the year, while commercial deposits grew \$56.5 million, totaling \$4.1 billion in deposit balances at year-end. During the same year, CommunityAmerica originated \$1.5 billion in consumer loans and \$89 million in commercial loans, equating to a total loan growth rate of 9.0%. Total loan balances reached \$2.9 billion at year-end 2022. The credit union’s lending policies and collection practices resulted in an overall delinquency rate of 0.56% and a charge-off ratio of 0.31% for 2022. CommunityAmerica generated \$15.9 million in net income in 2022, resulting in a 8.1% capital-to-asset ratio. These results include the end of year Profit Payout to members, which totaled \$9.5 million.

## Supervisory Report

The Supervisory Committee of the Credit Union has a responsibility to serve members of CommunityAmerica. The committee meets at least quarterly to ensure the credit union operates properly and in accordance with the rules and regulations established by the National Credit Union Administration and the Missouri Division of Credit Unions.

Furthermore, we retained an independent audit firm to form an opinion on the accuracy of our consolidated financial statements. We are pleased to report that our audit yielded an unqualified opinion from our auditors, noting our financial statements to be presented fairly and in accordance with accounting principles generally accepted in the United States of America.

## Board of Directors

CommunityAmerica’s Board of Directors is elected by members. This volunteer group functions on our behalf to oversee the operations of the credit union. The Board meets every other month to ensure the credit union runs smoothly and in accordance with regulations.

David Shepard, *Chair*  
Alan Lowden, *Vice Chair*  
Kerry Domke, *Immediate Past Chair*  
Melanie Coleman, *Secretary/Treasurer*  
Amy McAnarney  
Trent Skaggs  
Alok Srivastava  
Richard Wetzel

## Supervisory Committee

The members of our Supervisory Committee volunteer their time to provide an additional level of checks and balances. This group meets at least quarterly, as well as with the Board of Directors.

Josh Johnson, *Chairman*  
Hal Bentley  
Joe Williams  
Bri Simoneau



Insured by NCUA.

