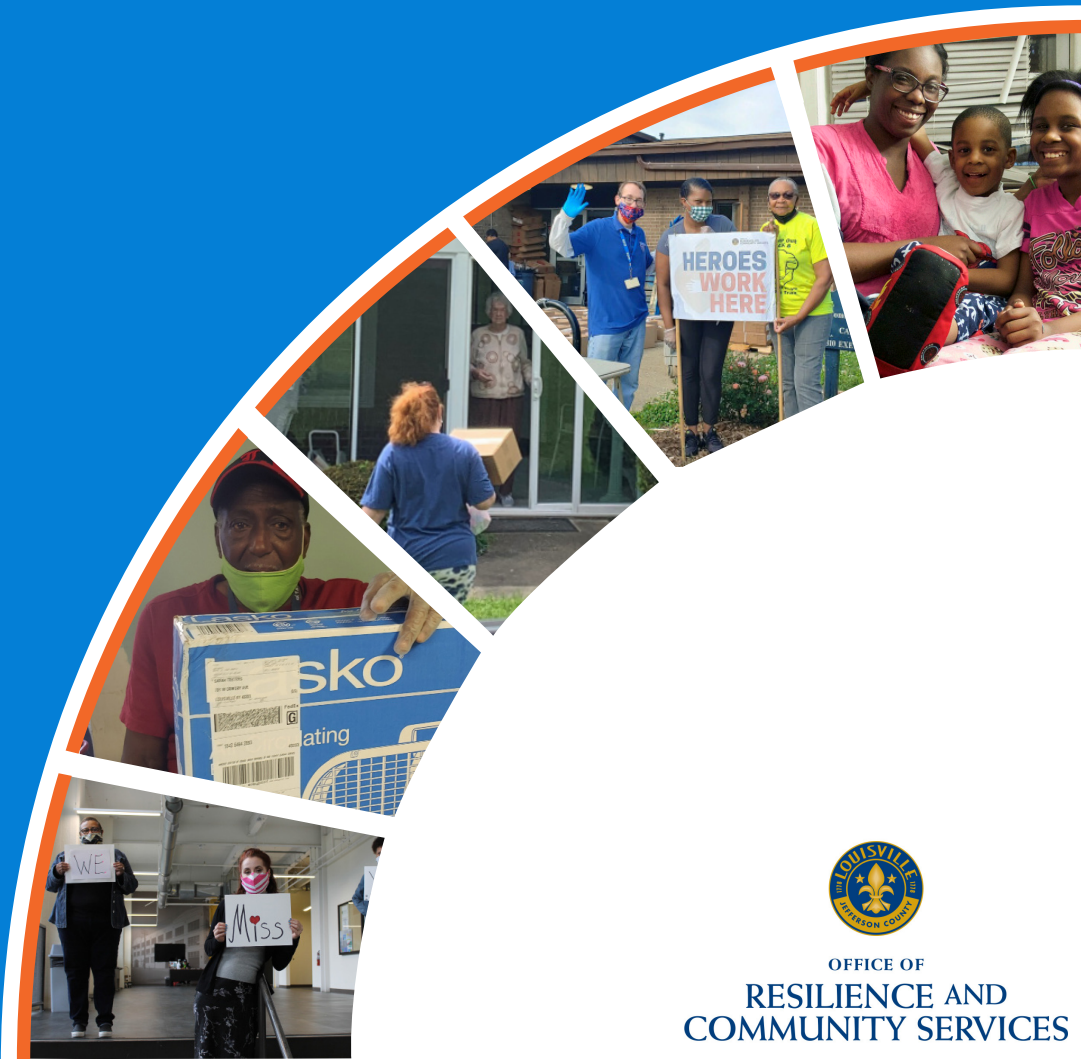


# STRONGER TOGETHER

Annual Report FY19-20



OFFICE OF  
RESILIENCE AND  
COMMUNITY SERVICES

UNITY IS STRENGTH...  
WHEN THERE IS TEAMWORK  
AND COLLABORATION,  
WONDERFUL THINGS  
CAN BE ACHIEVED.

Mattie Stepanek, American poet and peace advocate

## OUR MISSION

Resilience and Community Services' (RCS) mission is to fight poverty and promote compassion, stability, and the empowerment of residents and communities.

## OUR STRUCTURE

RCS is an agency of Louisville Metro Government; a partner agency in Neighborhood Place; and serves as the community action agency for Jefferson County, part of a network of 1,000 agencies nationwide.

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## Message from Mayor Greg Fischer



During FY20, our city and country began facing three simultaneous crises – COVID-19, the economic recession and protests demanding racial justice. All of these are interconnected in multiple ways. For one, they affect us all. For another, they have a profound effect on our communities of color, where we've seen both infection and death rates are disproportionately high, as are devastating impacts of job losses and business closures. And, of course, the need for racial equity and justice is long overdue.

Louisville turns to our core values of lifelong learning and becoming a healthier, more compassionate city to recover from these unprecedented times. The dedicated team at RCS comes to work each day with these values in mind.

RCS - through the national community action partnership network - has long served the historically marginalized and underserved, ensuring the causes and conditions of poverty are effectively addressed. Programs such as eviction prevention assistance, aid for individuals experiencing homelessness, and meals for seniors provide supports and safety nets for our most vulnerable residents.

I am proud and grateful to work alongside Team RCS and with residents in the community, so we can emerge from this moment of crisis Stronger Together, and more resilient, compassionate and united than ever.

## Message from Director Tameka Laird

Reflecting on FY20, I am flooded with a range of emotions -- from sorrow to gratitude; from passion to pride; and from restlessness to hope.

I feel sorrow for the lives lost, hardships suffered, and the economic downturn caused by the COVID-19 pandemic. I also feel grateful to serve at an agency with a long-time history of helping those in need, delivering essential programs and services.

I am passionate to be a part of the continual push for justice and racial equity; and proud to be working with an outstanding team of dedicated and innovative staff members who share in this commitment.

I feel restlessness with the knowledge that much work is ahead, and yet hopeful that we will emerge **Stronger Together**.

Through our strong collaboration of local external agencies, Louisville Metro Government and community partners, volunteers, and the national community action partnership network, RCS will continue to strive to be a beacon of hope and healing during these turbulent times.



# FOUR FOCUS AREAS

RCS is a mission-driven organization which provides essential programs and services in four focus areas: Household Stability; Homeless Prevention; Financial Empowerment; and Community Engagement.

## Strategic Goals

RCS strategic plan identifies these priorities: 1) Implement an Economic Mobility model throughout RCS; 2) Reduce the rate of homelessness in Louisville; 3) Increase participation in the volunteer programs of RCS; and 4) Achieve all 35 Community Action Standards of Excellence.

## Household Stability

- Low Income Home Energy Assistance Program (LIHEAP)
- Senior Nutrition/Meals on Wheels
- Neighborhood Place
- Family Economic Success Case Management

## Homeless Prevention

- Homeless Housing and Support Services
- Homeless Encampment Task Force Leadership
- Continuum of Care
- Shelter Plus Care
- SSI Reimbursement Program

## Financial Empowerment

- AcceLOUrate Savings
- Bank On Louisville
- Finances and You
- Louisville Community Financial Empowerment Certification and Training Program
- Utility Empowerment Program
- Volunteer Income Tax Assistance

## Community Engagement

- Foster Grandparent Program
- Retired and Senior Volunteer Program
- **Four Advocacy Offices:**
  - Office for Aging and Disabled Citizens
  - Office for Veterans
  - Office for Women
  - Office of Youth Development



# KEY OUTCOMES

# 41,433

Jefferson County residents served

18,712 total households

## Our Participants

83% renters

77% of households living at or below federal poverty guidelines

## Household Stability

14,588 potential utility shutoffs prevented

over 100,000 visits to a Neighborhood Place

245,339 meals served through Senior Nutrition program

## Homeless Prevention

6,972 individuals avoided eviction

4,546 participants in related housing programs were prevented from becoming homeless

## Community Engagement

\$5,297,880 in savings to the community through volunteerism

Includes Senior Nutrition, RSVP (Retired and Senior Volunteer Program), Foster Grandparent Program and VITA

77 External Agencies funded

## Financial Empowerment

\$10,897,180 brought into the community through the Volunteer Income Tax Assistance program

5,119 checking and savings accounts opened

# UNSHELTERED HOMELESS INITIATIVES

As a community, Louisville attempts to address homelessness in a coordinated and comprehensive manner. RCS administers the Unsheltered Homeless Initiatives with the overarching goals to provide a seamless continuum of care, dissipate barriers to both services and housing, and mitigate underlying issues that lead to homelessness.

## \$1,000,000 in funding

Louisville Metro Government's FY20 Operating Budget

Building on \$500,000 in successful efforts in FY2019

## Collaborative Approach

9 service providers awarded funding

## Targeted focus areas:

Three low-barrier shelter options

Permanent storage location

Continued rapid re-housing and emergency services for families

Expanded outreach (mental behavior & substance abuse, case management, family support)

## Key Outcomes

3,914 services provided by Outreach team to over 1,000 individuals

554 people utilized storage units at Salvation Army

3,274 total persons served by these unsheltered initiatives

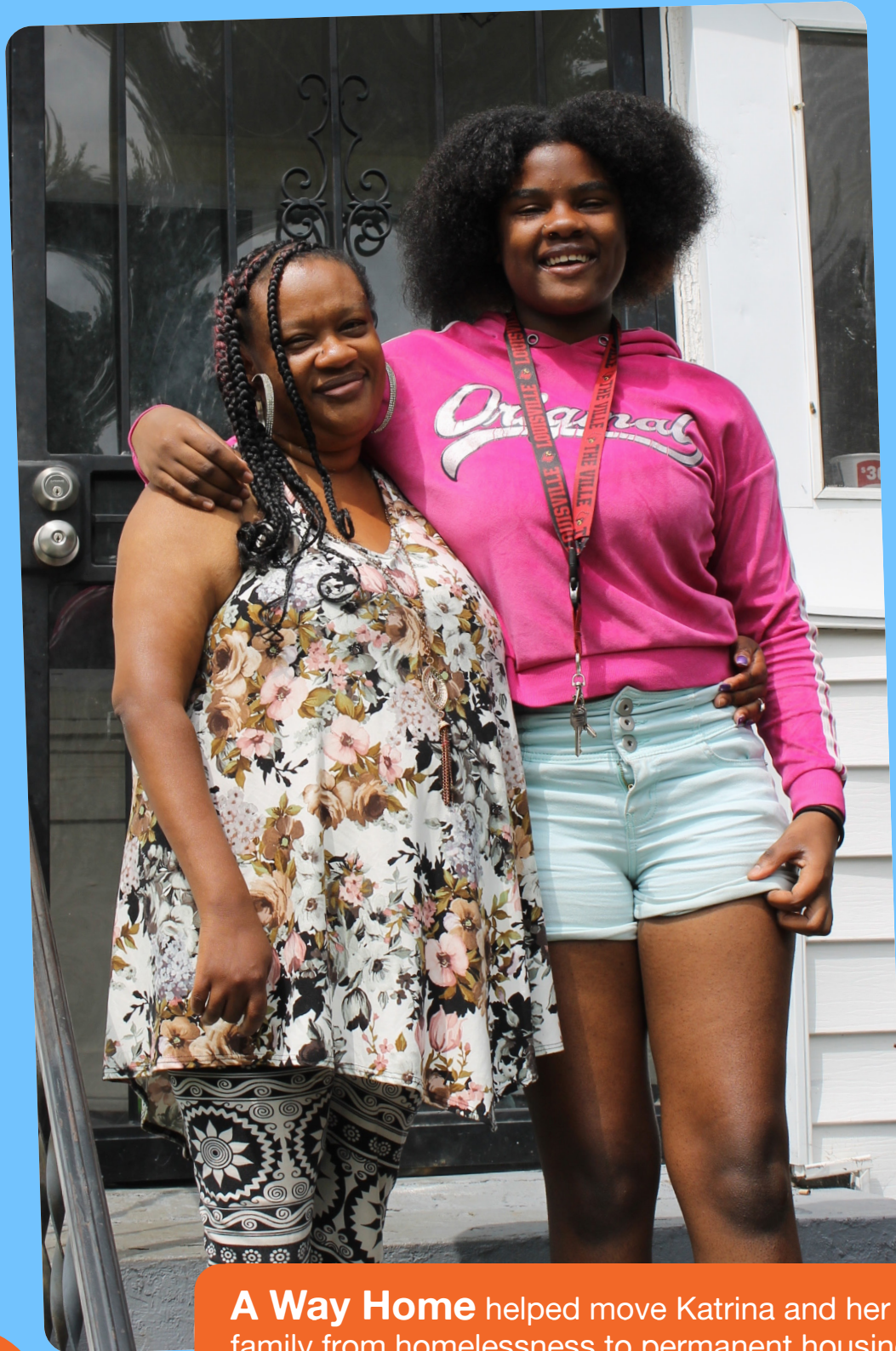
568 served at The Healing Place; 934 served at Wayside;

65 served at St. Vincent de Paul transitional housing

See the Unsheltered Homeless Initiatives Report at [www.louisvilleky.gov/RCS](http://www.louisvilleky.gov/RCS)

# A Way Home

## CLIENT SUCCESS STORY



**A Way Home** helped move Katrina and her family from homelessness to permanent housing.

In response to COVID-19 and immense pressure on local emergency shelters, Resilience and Community Services (RCS) developed a program called A Way Home to provide family households experiencing homelessness temporary shelter in a local extended-stay hotel as a bridge to permanent housing. One household who participated in this program consisted of a single mother, Katrina, and her three children.

Struggling with health issues, Katrina had attempted to get by for several months on reduced hours at a local grocer, only to lose her apartment before going on short term disability. The original goal when Katrina came into A Way Home was to keep her in temporary shelter for less than 60 days and transition her to permanent housing with ample financial assistance. Concerned about her health, Katrina expressed a desire to find a longer-term housing solution. She was told about a program that would help her get priority consideration for a Housing Choice Voucher (Section 8) if she committed to job training and pursuing employment.

At first it didn't seem like a good fit for her because of her health issues, but through conversation it was learned that her health problems had gotten out of control because her insurance through her employer was too expensive and she was forgoing healthcare.

Katrina expressed openness to exploring a career path with a stronger wage and benefits potential. Within a matter of days Katrina received a CSBG scholarship and enrolled in State Registered Nurse Aide training through Campbellsville University. Her commitment to pursuing this program also opened up the option to receive priority consideration for the housing voucher, and she successfully applied to that program.

During her last 30 days in the hotel room Katrina received a scholarship, completed her SRNA studies online, passed the class, successfully applied for permanent housing assistance, obtained a lease for a house, and moved into permanent housing. Her housing is secured for the long term, she has gained a new skill with better wage potential, and she is excited about the opportunities that will be available to her as she completes her certification.

# COVID-19 RESPONSE TIMELINE

In rapid response to the COVID-19 pandemic, RCS implemented a multitude of essential services designed to help individuals and families avoid or overcome crisis situations.

## MARCH 13

- Mayor Fischer declares a state of emergency due to COVID-19 pandemic.



## MARCH 18

- Mayor Fischer announced the One Louisville: COVID-19 Response Fund for household assistance for those impacted by COVID.



## MARCH 23

- Gov. Beshear unveils Team Kentucky Fund for residents administered locally by RCS.



## APRIL 24

- Metro Council COVID-19 Relief Fund announced to assist current EAF recipients that provide emergency assistance for mortgage, rent and food.



## MAY 5

- Spring LIHEAP utility assistance announced.



## MARCH 13

- RCS announces Metro March for Meals to provide meals for seniors ages 60 and older for 3 weeks at rotating pickup sites.



## MARCH 22

- The COVID-19 Homeless Plan was announced including healthy day and overnight shelter and isolation and quarantine shelter.



## MARCH 27

- Bank On Louisville begins targeted campaign to connect residents with bank accounts to aid receipt of federal CARES stimulus payments.



## APRIL 28

- City receives \$50,000 donation from The Bufford Family Foundation launching extended meal delivery for vulnerable seniors.



## JUNE 20

- FY20 ends. RCS continues to serve our most vulnerable residents in FY21.

RCS is committed to continue providing COVID-19 relief programs and stands ready to help with the COVID Recovery Phase for individual households and our entire community.

# COVID-19 RESPONSE

## SENIOR MEALS

**83,500** meals provided to seniors 60 years or older at Metro March for Meals pick-up program, March 17-April 3, 2020.

**500** additional seniors provided home-delivered meals via COVID-19 referral list and an additional **200** homebound clients added from pre-certified waitlist.

## CSBG PROGRAMS

**30** families housed temporarily in hotels and **7** moved to permanent supportive housing while receiving wrap-around services.

## ONE LOUISVILLE FUND

**3,080** households received up to \$1,000 assistance to help with basic needs including rent, utilities and food.

## LIHEAP

**2,328** households received Spring LIHEAP utility assistance.

## HOMELESS INITIATIVES

**4,653** total stays of individuals utilizing Healthy Day Shelter and **2,945** total stays in Healthy Overnight Shelter at the Salvation Army.

## FINANCIAL EMPOWERMENT

Bank On Louisville, led by RCS, and Louisville Asset Building's VITA promoted free tax filing services and safe, affordable banking resources to help expedite federal stimulus payments.

## TEAM KENTUCKY FUND

**185** households received up to \$1,000 assistance to help with basic needs including rent, mortgages, utility and food.

## OUTREACH AND ADVOCACY

Continued outreach and advocating for special populations, including aging and disabled citizens has been more important than ever during the COVID-19 pandemic.

## EAF COVID RELIEF

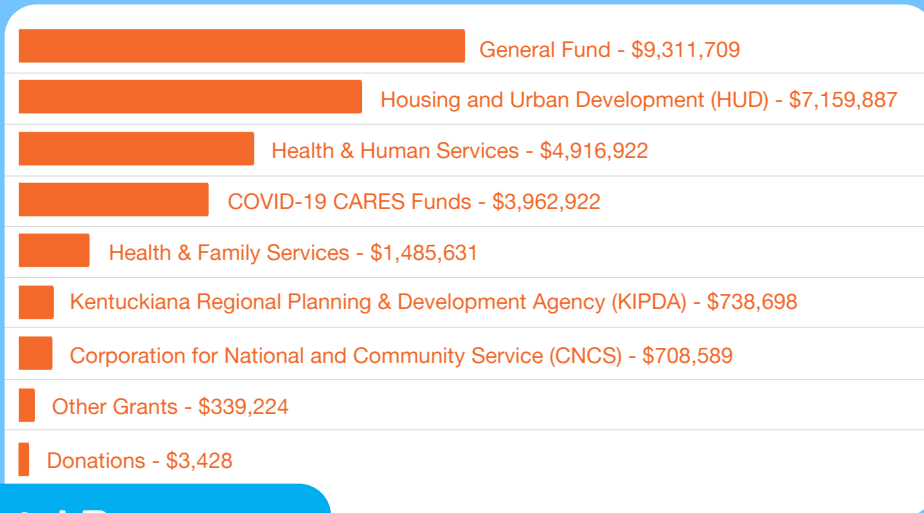
**15** non-profit External Agency Fund (EAF) agencies received supplemental funding to aid existing food and/or housing programs.

## Recovery and Beyond

With the start of FY21 on July 1, 2020, RCS continues to provide assistance and resources in response to the COVID-19 crisis. Our team also is laying the groundwork for the COVID Recovery Phase. Main focuses are around Eviction Prevention as well as aid for individuals experiencing homelessness as well as workforce development, wraparound supportive services including financial empowerment integration with building emergency savings; continued support for senior meals, LIHEAP and homeless shelter operations.

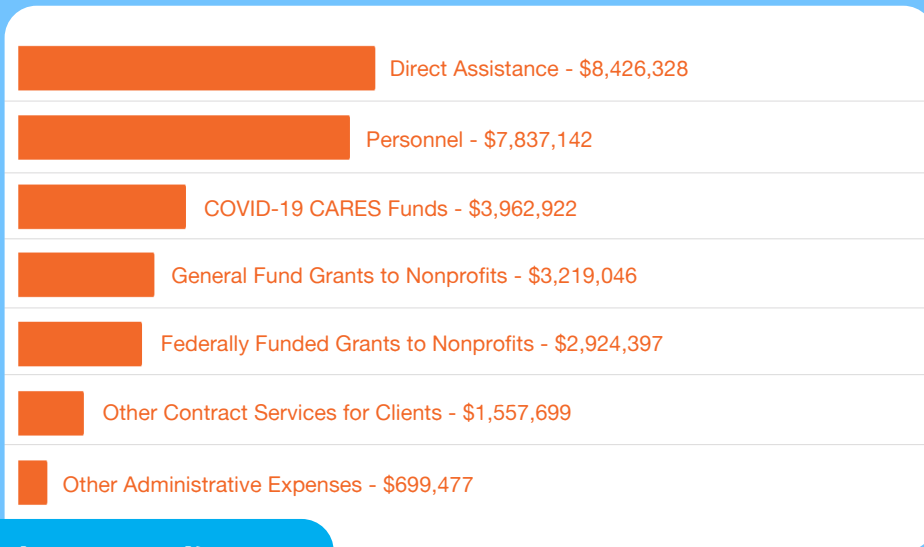
# FINANCIALS

## Revenue



**Total Revenue:**  
**\$28,627,012**

## Expenditures



**Total Expenditures:**  
**\$28,627,012**

# EXPANDING OUR REACH

Nearly \$2.8 Million in RCS' External Agency Funds (EAF) were awarded in FY20 to nonprofit organizations offering programs and services in Louisville/Jefferson County that align with our mission, strategic goals, and focus areas.

| # Served | Service Description                                                 |
|----------|---------------------------------------------------------------------|
| 1,400    | Emergency Assistance                                                |
| 6,852    | Decreasing Homelessness                                             |
| 3,097    | Increasing Household Financial Stability                            |
| 14,195   | Increasing Access to Services for Targeted Populations              |
| 14,341   | Increasing Access and Participation to Quality Programing for Youth |

RCS awarded nearly \$4.1 Million in FY20 to local non-profits for homeless prevention, emergency shelter, street outreach and case management services through a combination of ESG, HOPWA, CDBG, Continuum of Care (CoC) funds, and Metro General Funds.

| # Served | Service Description                              |
|----------|--------------------------------------------------|
| 2,929    | Outreach/Services for Persons Currently Homeless |
| 7,196    | Day Shelter                                      |
| 3,528    | Domestic Violence Services                       |
| 1,415    | Homelessness Prevention                          |
| 793      | HOPWA Services                                   |
| 4,445    | Overnight Shelter                                |
| 82       | Permanent Supportive Housing                     |
| 642      | Rapid Rehousing and Relocation                   |



## Follow Us:

@LouMetroRCS



## Contact Us:

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