Office of Resilience and Community Services Equity Update

Louisville Metro Government
October 28, 2022

Equity Update

RCS' Vision Statement

As Louisville's Community Action Agency, RCS respects Louisville's cultural diversity. It therefore works to achieve racial equity through its efforts to help its most vulnerable residents stabilize and be more self-sufficient in their education, employment, housing, sustenance, and personal finances.

RCS' Equity Goals

1. Advance the RCS workforce through equity, inclusion and diversity to better serve our community through FY23.

2. Increase resilience by strengthening resources, skills, and opportunities for residents through FY23.

3. Mitigate the impact of houselessness by implementing new solutions and alternatives in FY23.

4. Create a comprehensive data framework to support and inform agency goals and objectives through FY23.

OFFICE OF RESILIENCE AND COMMUNITY SERVICES

2022/23 Strategic Plan Tracking

Agency

Community

Goal 1: Advance the Office of Resilience and Community Services workforce through equity, inclusion, and diversity to better serve our community

Goal 2: Increase resilience by strengthening resources, skills, and opportunities for residents

Goal 3: Mitigate the impact of houselessness by implementing new solutions and alternatives

Goal 4: Create a comprehensive data framework to support and inform agency goals and objectives
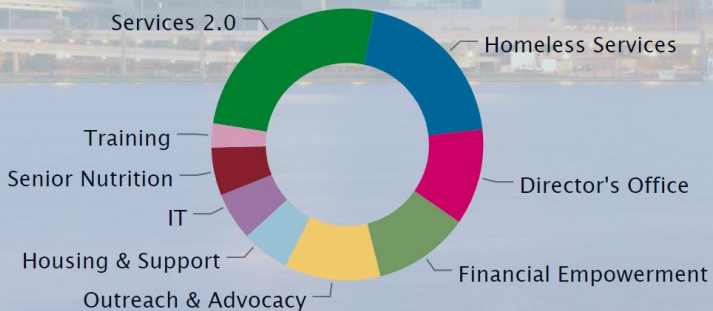
32 KPIs

Completed	On Track	Off Track	Not Started
31%	22%	31%	16%

Owner
- ☐ Ajeenah Sharif
- ☐ Cassandra Miller
- ☐ Erin Waddell
- ☐ Erynn Moss
- ☐ Jennifer Massie
- ☐ Marvita Starks
- ☐ Samantha Clausi
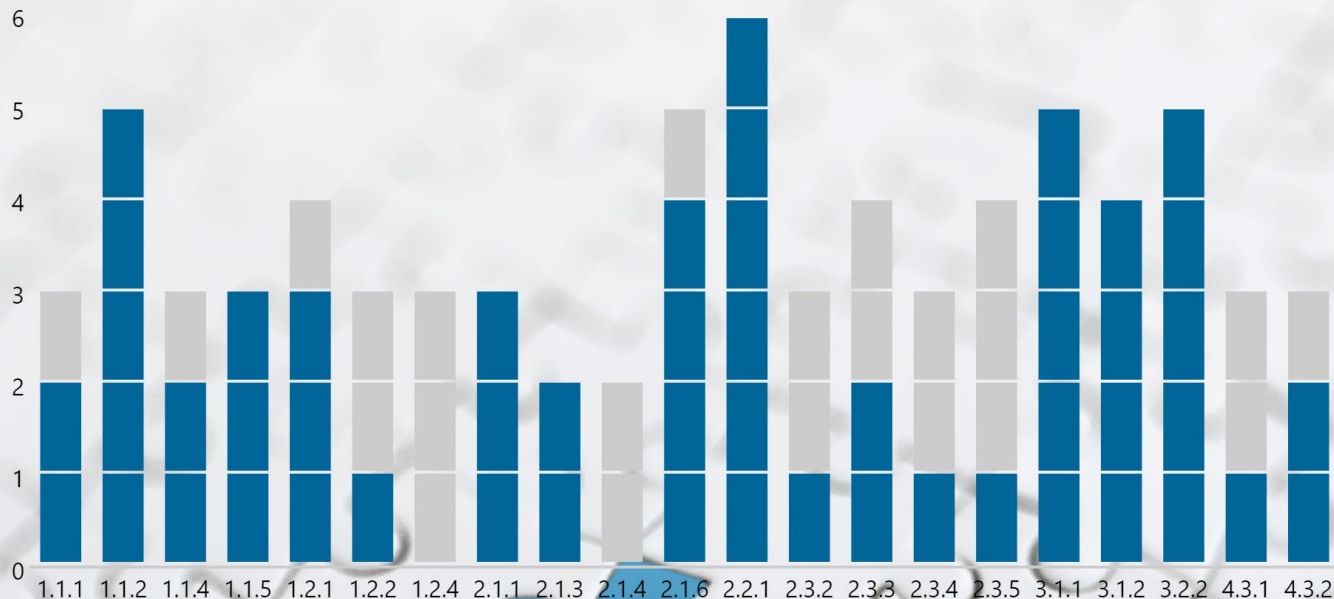- ☐ Sarah Teeters
- ☐ Susan Buchino
- ☐ Tameka Laird

Next Deliverable Due

November 30, 2022

KPIs by Division

- Services 2.0
- Homeless Services
- Training
- Senior Nutrition
- IT
- Director's Office
- Housing & Support
- Outreach & Advocacy
- Financial Empowerment

Report Progress on Sharepoint
Use the button link to open the RCS Strategic Plan and add updates.

Plan Completion Date

June 30, 2023

Equity Update

Equity Goal #1

Advance the Office of Resilience and Community Services Workforce through equity, inclusion, and diversity to better serve our community through FY23

- ✓ Created Workforce dashboard to track vacancies, demographics, certifications and professional development.
- ➢ LMG HR's Department Diversity Report demonstrates RCS' employee composition is 63.16% Black and 36.84% White.
- ✓ Addressing the imbalance of opportunities within the workplace infrastructure.
- ➢ Reevaluated the department's organizational structure to create career paths.
- ➢ DEI Trainings
- ➢ Customer satisfaction survey
- ✓ Building a pipeline of qualify candidates by creating candidate sourcing strategies
- ➢ LMG HR discuss recruitment and internships with minority colleges, i.e., Simmons and K-State, Kent School of Social Work.
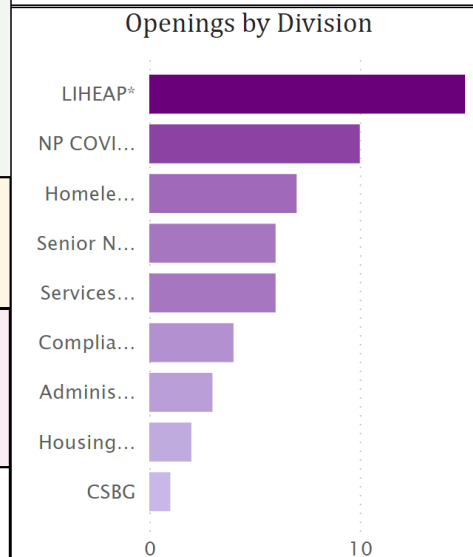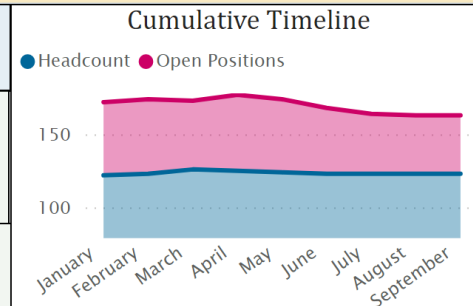- ➢ Department presented to KentuckianaWorks and a recruiting agencies.

2022 Staffing Data

KPI: Decrease vacancy rate 5-10% in each quarter of 2022

Period	Q1 January 1 – March 30		Q2 April 1 – June 30		Q3 July 1 – September 30		Q4 October 1 – December 31	
Start of Period Snapshot	**163** Total Positions	**46** Open	**162** Total Positions	**37** Open	**156** Total Positions	**27** Open	**154** Total Positions	**26** Open
	January 1 28% Open**		**April 1** 23% Open		**July 1** 17% Open		**October 1** 17% Open	
5 - 10% Goal	Hire **9** 5% Decrease	Hire **17** 10% Decrease	Hire **8** 5% Decrease	Hire **16** 10% Decrease	Hire **8** 5% Decrease	Hire **16** 10% Decrease	Hire **8** 5% Decrease	Hire **16** 10% Decrease
Results	**13** Q1 Hires		**12** Q2 Hires		**8** Q3 Hires		**26** Days to Next Qtr	

Cumulative Timeline

● Headcount   ● Open Positions

Openings by Division

LIHEAP*
NP COVI...
Homele...
Senior N...
Services...
Complia...
Adminis...
Housing...
CSBG

*LIHEAP openings that are seasonal or temporary positions are not included in the total agency headcount or vacancy rate

**Vacancies created by a retirement, promotion, or termination will be counted towards the vacancy rate after 75 days

***RCS met it's KPI in Q3 by filling 8 vacant positions. Additional positions were added at the start of Q4, which increased the vacancy rate at the start of that period.
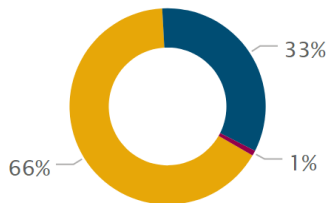
2022 Staffing Data

11
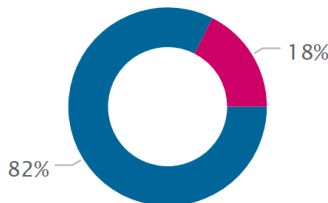RCS Staff Avg Years with Metro

44%
Positions Filled by Promotion in 2022

Total Headcount by Race/Ethnicity

- Black or African American ● White ● Hispanic or Latino
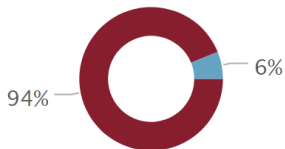
33%
66%
1%

Total Headcount by Gender

- Female ● Male

18%
82%

Union/Non-Union

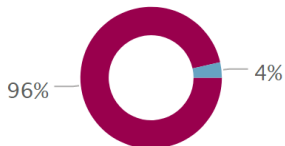- Non-Union ● Union

52%
48%

Full/Part Time

- Full-Time ● Part-Time

94%
6%

Regular/Temporary

- Regular ● Temporary

96%
4%

Supervisor Positions by Race/Ethnicity

- Black or African American ● White

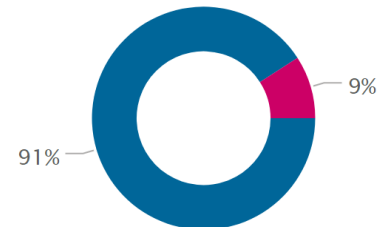64%
36%

Supervisor Positions by Gender

- Female ● Male

29%
71%
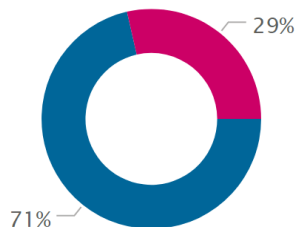
Leadership Positions by Race/Ethnicity

- Black or African American ● White

45%
55%

Leadership Positions by Gender

- Female ● Male

9%
91%

133

Employees Attended Professional Development Training

237

Unique Training Offerings Attended

1,190

Professional Development Hours Logged in FY22 by RCS Staff

FY22 Professional Development by Training Type

- General Professional Develop...
- Diversity, Equity, and Inclusion
- Self Care
- Financial Empowerment
- Trauma Informed Care
- Community Action
- Safety
- Customer Service

3% 1%
9%
9%
10%
25%
23%
20%
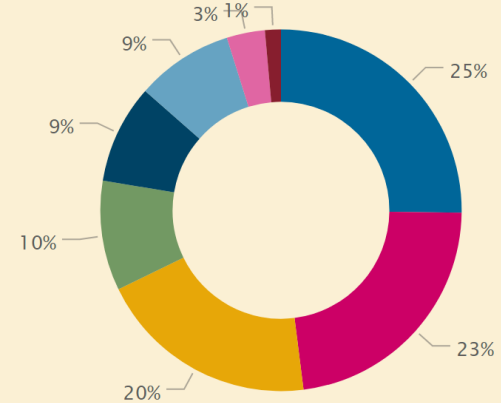
20

Employees with 1 or More Professional Certificate
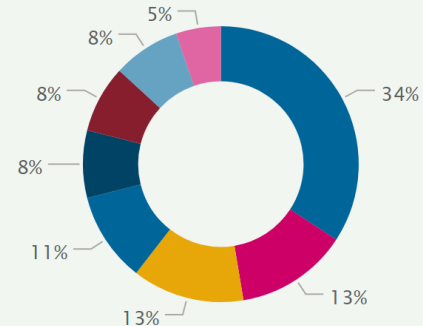
38

Total Number of Certificates

Professional Certificates Held by Type

- Financial Empowerment
- CCAP (Certified Community Action Professi...
- First Aid/Medical Support
- Management/Administrative
- BOUNCE Trainer/Family Development
- Certified Housing Quality Standards (HQS) I...
- Safety/Incident Management
- Certified Social Worker

5%
8%
8%
8%
11%
13%
13%
34%

Equity Update

Equity Goal #2

Increase resilience by strengthening resources, skills, and opportunities for residents

- ✓ The eviction prevention dashboard created by RCS provides statistics each quarter allowing RCS to see changes in eviction data - 2022 Q2 data reflects a decrease of 38% in eviction warrants.
- ✓ Five new Meals on Wheels routes have recently been added in food desert areas, with an additional route in development.
- ✓ Neighborhood Place launched a new housing stability case management model to serve clients who are disproportionately affected by the pandemic and those in lower income brackets.
- ✓ RCS participated in the KY Derby Festival Neighborhood Block Party which attracted more than 1,000 residents to accessibly connect the community to Neighborhood Place services.
- ✓ The new Louisville Financial Empowerment Center (FEC) launched July 11, 2022 and early data shows 58% of FEC participants are minorities.
- ✓ RCS' FEC team is creating integration relationships with each RCS division to create intentional pipelines from RCS programs to financial empowerment supports provided by the FEC.

$57,639,502.33
Total Benefit to Households

8913
Unique Households

20,233
Individuals

$6,657
Average HH Benefit

Council District
All

Fund
All

Year
All

Quarter
All

Month
All

259
Households per Week

$1.13M
Rolling Average per Week

9
Average Months Paid

$11.79K
Average Household Income

New Households Assisted

- New Households Assisted
- New Individuals
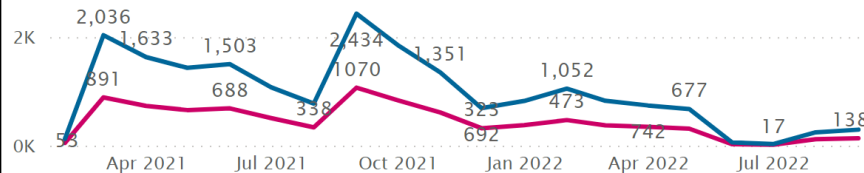
September 2022

$381,319.96
Amount to New Households

Spending in the last 60days

$828K — August
$876K — September

Benefit by Applicant Race

$1.53M (2.66%)
$10.48M (18.17%)
$43.61M (75.66%)

Race
- Black or African...
- White
- Mixed-Race
- Data Not Collec...
- Asian
- American India...
- Native Hawaiia...

Benefit by Applicant Gender

$44.28M (76.83%)
$0.03M (0.05%)
$13.33M (23.12%)
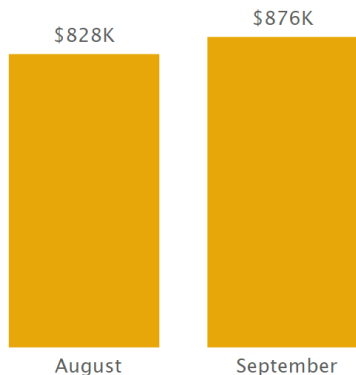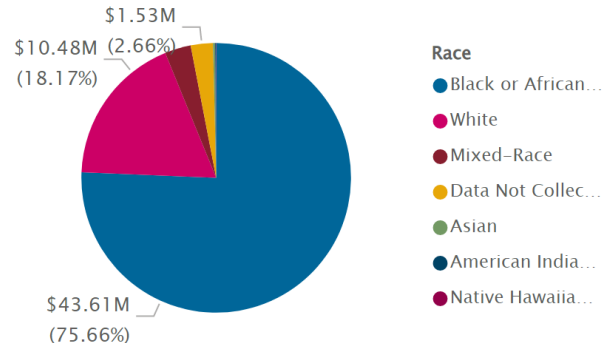
Gender
- Female
- Male
- Data Not C...
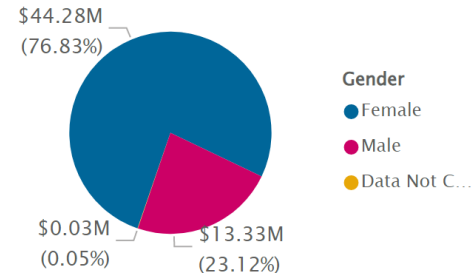
JEFFERSON COUNTY EVICTION DATA

CDC Eviction Moratorium ended August 26, 2021.

2022 Eviction Warrants versus Pre-COVID

● Number of Warrants ● 2019 Eviction Warrants ● Change %

Qtr 3 2019
1205
Eviction Warrants
-48%
Versus PreCOVID
Qtr 3 2022
628
Eviction Warrants

Total 2022 Eviction Warrants

Warrants Issued
- 100+
- 60 - 99
- 35 - 59
- 15 - 34
- 0 - 14
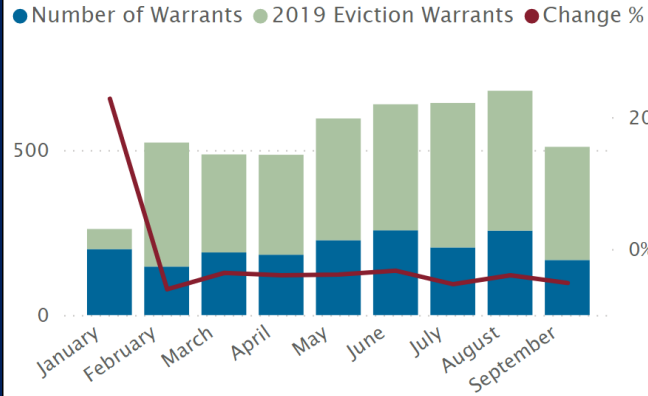
2021 Eviction Warrants versus Pre-COVID

● 2021 Warrants ● 2019 Warrants ● % Change
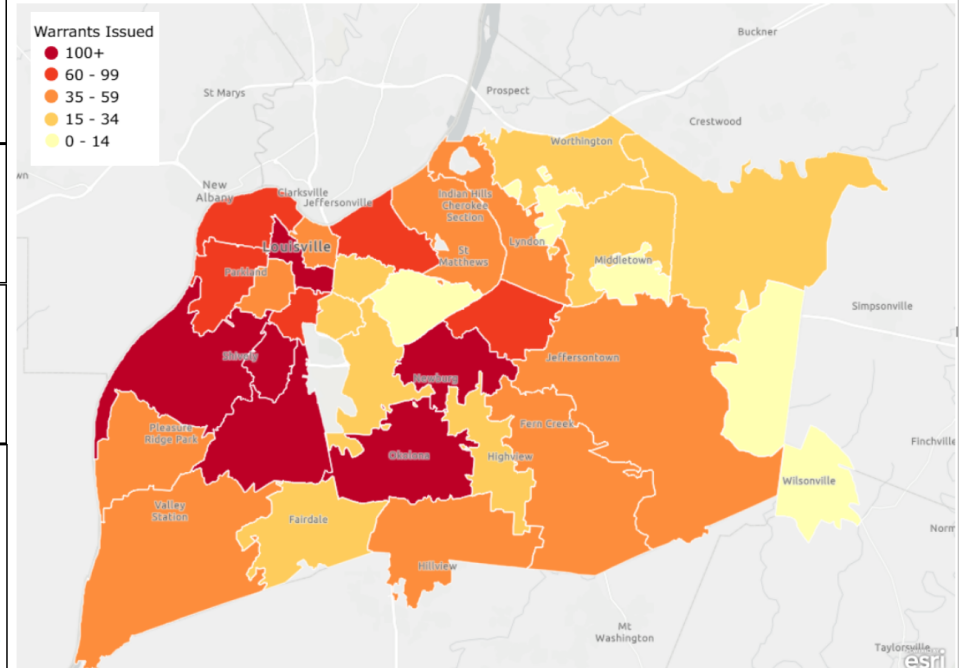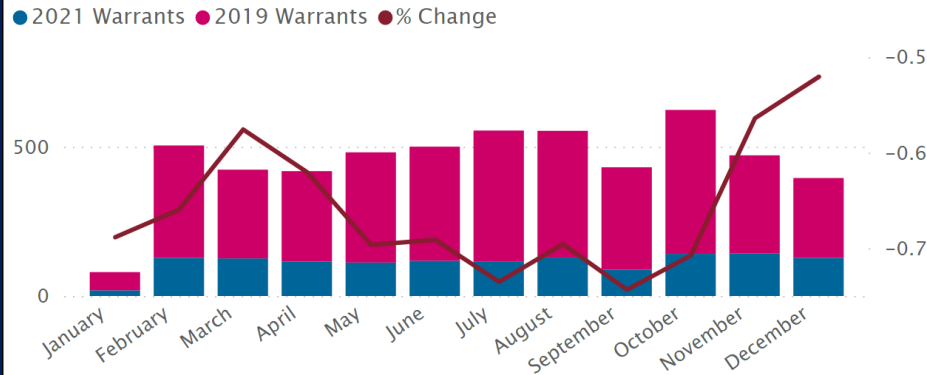
The ZIP codes with the most eviction warrants include 40203, 40215, 40216, 40219, and 40214 had the highest with 174.

Based on these numbers and the % change since pre–Covid, ZIP codes 40202, 40210, and 40213 are showing the most improvement while there are indications that 40203, 40206, and 40219 need more assistance.

Equity Update

Equity Goal #3

Mitigate the impact of houselessness by implementing new solutions and alternatives in FY23

- ✓ HSD will utilize the HUD racial equity toolkit and the Stella P Race and Ethnicity Analysis to evaluate racial bias within the Louisville continuum of care apply findings to our system of providers
- ✓ RCS participated in the development of a new Common Assessment Tool to decrease the bias in prioritizing the housing wait list and will support the Common Assessment Team to implement it in January 2023. .
- ✓ Partnered with community agencies to implement harm reduction strategies during encampment clearings.

Equity Update

Equity Goal #4

Create a comprehensive data framework to support and inform agency goals and objectives through FY23

- ✓ Developed and implemented RCS Event Tracker to record and analyze RCS outreach activities to identify gaps in service, outreach delivery and strategically plan education and dynamic opportunities throughout the Metro area; RCS outreach staff are trained on the purpose and use of the tool and RCS management reviews data monthly - FY23 tracker data – 93 events.
- ✓ Developed plan to create a comprehensive dashboard for the agency.
- ✓ Piloted programmatic dashboard for the Emergency Rent Assistance Program (ERAP) and utilized to meet reporting requirements, respond to public and partner inquiries, spending projections, determine underserved areas, and to assist leadership in decision making.
- ✓ Dashboard to measure Community Service Block Grant (CSBG) outcomes is completed; and Power BI models developed for External Agency funds, Community Needs Assessment, and the AcceLOUrate program to streamline processes, reveal inefficiencies, and assist in continuous improvement.
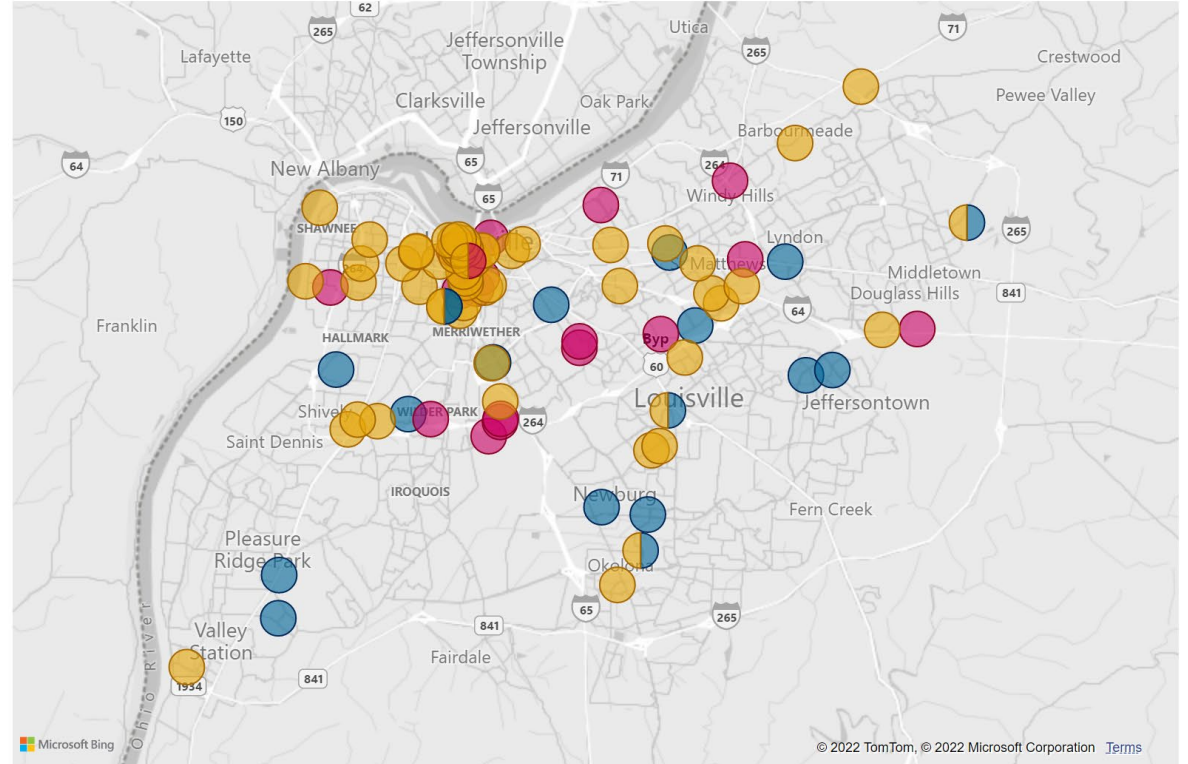
OFFICE OF
RESILIENCE AND COMMUNITY SERVICES

Advocacy, Outreach, and Volunteerism

The Outreach and Advocacy Portal was developed utilizing the Survey 123 platform to capture the work of the RCS A&O division. Following the initial pilot phase, the platform was broadened to capture the scope of outreach performance across all divisions within the department.

Event by Partner Group and Attendance

Louisville Metr...
JenCare
Louisville Free ...
Norton Healthc...
AARP Kentucky
AmeriCorps Se...
Foster Grandpa...
Kentucky Veter...
2021 Kentucky...
Access Care Ad...
Age Friendly L...
Alta Vista Neig...

0K   1K   2K

Attendance

Go Back

Map of RCS & Partner Outreach Events

Type of Event ● Office for Aging & Disabled Citizens ● Office for Veterans ● Other

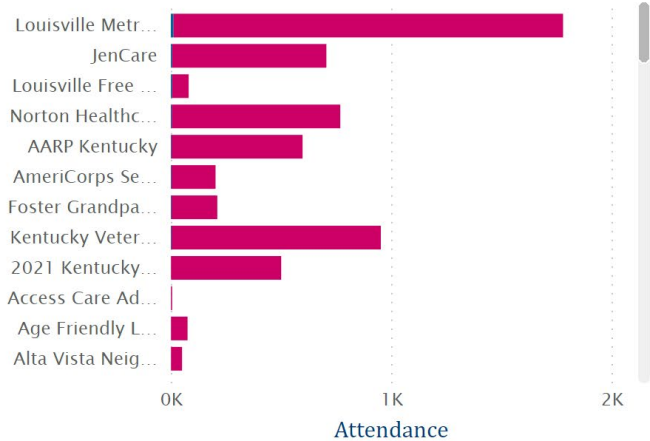*Hover over event circle for more details.

OFFICE OF
RESILIENCE AND COMMUNITY SERVICES

24K
Households Served

51K
Individuals Served

7458
Disabled Served

21K
Children Served

740
Military Served

FY22 Funding by Source

Source	Amount
ERAP - US Treasury CO...	$41.0M
LIHEAP - Health & Hu...	$17.2M
General Fund	$14.3M
HUD - Housing and Ur...	$10.1M
American Rescue Plan	$6.9M
CSBG - Health & Famil...	$2.4M
FGP/RSVP - AmeriCorp	$0.6M
KIPDA - Kentuckiana R...	$0.5M
Other Grants	$0.2M
Donations	$0.0M

Households by Applicant Race

- African–American 74%
- White 18%
- Multi–Racial 5%

Households by Applicant Gender

- Male 38%
- Female 62%
- Other 0%

COVID–19 Financial Relief

RCS disbursed over $57 million in **Emergency Rent Assistance** to Louisvillians impacted by COVID.

LIHEAP

The Low Income Home Energy Assistance Program has provided more than 100K services since March 2020.

Economic Mobility

- $11.2M to the community through VITA
- $3.1M to the community through EITC

Household Stability

- 260,921 meals distributed to seniors
- 18,733 potential utility shut-offs prevented

Homeless Prevention

- 17,469 households avoided eviction
- 250 households obtained safe & affordable housing

Community Engagement

- $4.4M savings to the community through volunteerism
- 66 external agencies funded

Homeless to Housed

- Housing Referral Waitlist Data from Family Health Centers, Inc. & the Coalition for the Homeless

Click a button for more information on each focus area.

Equity Update

Recommendations Received From The Office Of Equity

"The Office of Resilience and Community Services has an extensive list of goals and KPIs, has placed racial equity high of [sic] the list of departmental priorities with commensurate funding and action, has consistently achieved it [sic] goals, and did an exemplary job in completing the Equity Impact Statement. Other than continue the racial equity work on behalf of the residents and employees of LMG, we have no recommendations for the department."

-Chief Michael Meeks, Chief Equity Officer

May 5, 2022

Equity Update

Racial Equity Assessment Toolkit

As of April 7, 2022, <u>100%</u> of RCS divisions completed the Racial Equity Toolkit. Several divisions comprehensively considered toolkit learnings in departmental functions and services and learnings were incorporated and utilized in the development of RCS' FY23 Strategic Plan.

In result, <u>60%</u> of RCS's FY23 Strategic Plan KPI's are equity focused.

Equity Update

Other Equity-related Collaborations

- ✓ RCS has developed a Notice for Panel Recruitment (NFPR) for External Agency Funds and HUD awarded funds. The NFPR has a questionnaire included to promote marginalized neighborhoods and subpopulations in hopes of recruiting individuals to promote a more equitable panel selection.
- ✓ RCS, through its Office of Financial Empowerment, is partnering with the National Disability Institute (NDI) to explore the intersection of race, disability and poverty. The 2-year project will enhance Louisville's capability to support residents' financial health, specifically for residents of color with a disability.
- ✓ RCS, in partnership with the Louisville Asset Building Coalition (LABC), is partnering with St Vincent de Paul to provide free tax preparation services on-site for houseless participants to make financial empowerment services more accessible, inclusive, and equitable for houseless populations.

Equity Update

Other Equity-related Accomplishments

- RCS joined with Mayor Fischer, Governor Beshear and the city's Office of Housing to announce Eviction Prevention accomplishments and to receive $27 million additional funding from the state.
- Mayor Fischer, RCS and The Hope Buss shared progress on The Hope Village.
- Louisville Metro TV created a video "Louisville Houseless Initiatives Over the Last Decade" featuring Director Tameka Laird and Homeless Services Division Director Dr. Susan Buchino.
- Louisville Metro TV created a video highlighting the impact of RCS programs & services in the lives of 8 clients.
- The Hope Village opened as the first safe outdoor space for individuals experiencing homelessness with opportunities to receive wraparound services and create a long - term stability plan.
- Charmoli Center Neighborhood Place re-opens for services.
- Neighborhood Place, JCPS and other community partners hosted seven (7) Back to School events.
- OFE received recognition for its comprehensive racial equity strategies by the Cities for Financial Empowerment (CFE) Fund.
- The Office for Veterans began a collaboration with the LMG Department of Corrections VALOR program to bring resources and education to Veteran inmates on a weekly basis.
- In response to a public outcry after Elderserves' pause, the SNP responded rapidly to re-establish meal service at Shawnee Community Center.

Equity Update

Explanation Of Goals Not Met

- RCS's equity goals are imbedded as part of the FY23 RCS Strategic Plan. Overall, the department is making incremental improvement in the key performance indicators (KPI's).
- Within the RCS Strategic Plan, 21 KPI's (60% of the total) are equity focused.
- The KPI's show progress in three stages; **Not Started / On Track/ Off track** and / **Complete**.
- 16% KPI has the designation **Not Started.**
- 22% are designated as **On Track**, meaning they are progressing toward the strategic initiative.
- 31% KPI's are **Complete** for the current strategic plan.

CONTACT INFORMATION

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