

The Office of Resilience and Community Services

FY18 Budget Hearing

June 1, 2017



THE OFFICE OF RESILIENCE

MISSION

- ❖ 100 Resilient Cities – Pioneered by the Rockefeller Foundation – is a nonprofit organization dedicated to helping cities around the world build resilience to the economic, social and physical challenges that are increasingly part of the 21st century.



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Neighborhood Place
Manager-
Cassandra Miller

Senior Services
Manager-
Faith Aeilts

CSBG Direct Services
Manager-
Anna Shobe-Wallace

Outreach & Advocacy
Manager-
Darrell Aniton

Overview of Services

❖ Homeless Prevention Programs

- Neighborhood Place supports approximately 800 unduplicated households daily
- Serves over 60,000 annually

❖ Outreach and Advocacy

- Foster Grandparents (FGP) - 134 participants, 133,000 service hours
- Over 600 certified youth workers impact more than 40 local youth agencies
- Louisville Metro has a new designation as an Age Friendly City



Overview of Services

❖ Senior Nutrition Program

- 88,875 congregate meals served
- 340 seniors daily at 23 nutrition sites
- 116,697 meals to homebound seniors
- 385 seniors served daily at home
- 300 volunteers package and/or deliver meals daily

❖ Financial Empowerment

- 20,288 - financial education participants across 1,292 workshops
- 19,744 - bank accounts opened in the past 6 years
- \$1,307 - average quarterly balance in new accounts



LiHeAP Process Improvement

- Several changes were made to improve the effectiveness and efficiency of the LIHEAP program that included: New Automated Appointment System, which allowed clients to schedule appointments by telephone or online at www.louisvilleky.cascheduler.com.
- After the closing of 810 Barret, four additional sites were established at Neighborhood Places (Bridges of Hope, Northwest, Ujima and South Central) which increased the number of sites to six and our ability to serve clients closer to their homes.
- Implemented a Client satisfaction survey which revealed that over 80% of the families preferred the new appointment system. The customer experienced shorter wait times and were more satisfied with their LiHeAP experience this year.
- During the Crisis phase we approved 12,802 applications and over 9,057 applications during the Subsidy phase. This equated to 700 more applications than the previous year and an additional \$100,000 spent to assist Louisville residents.



Long Term Housing

As a working mother of two, Norkita Ashby is a young woman who has many reasons to be proud. Her hard work as a temporary employee at a local warehouse – a job she often walked several blocks to reach -- recently earned her a promotion to a full-time position. Also due to her proven dedication and dependability, she was accepted into Goodwill's Car to Work Program (in July 2015) and now has a car to call her own. These accomplishments greatly enhance Norkita's life, but the best part to her is that she can take a more active role in the lives of her daughters, her greatest source of pride.

Norkita shares her success story with a mix of smiles and of tears, as she recounts the struggles she has faced and her determination to make a better life. Not long ago, she and her family faced a crisis which included financial instability, homelessness, and even Norkita temporarily losing custody of her girls.

Norkita sought assistance with Community Services' Long-term Housing and Support division, which has provided temporary, transitional subsidized housing while Norkita worked through immediate crisis stabilization, financial/budgeting education, and reaching other milestones towards self-sufficiency. Case worker, Damita Jackson, has provided ongoing guidance and help prioritizing tasks to help Norkita reduce debt, obtain an Expungement, gain access to health insurance to help purchase much-needed prescriptions, and apply for utility assistance to free up other money to cover other expenses and savings. In addition, Goodwill's program requires Norkita maintaining a savings account which she currently utilizes and plans to add a checking account. Damita and Norkita are a great team who are making steady progress together thanks to Damita's motivation and Norkita's desire to make positive changes.

(Note: Norkita has been in TBRA since 2008, a transitional subsidized housing program that assist previously homeless clients working towards self-sufficiency.)

Community Services' Long Term Housing and support team works daily to house individuals and families living on the street or in shelter by providing housing assistance and case management for over 560 households last year.



Microenterprise Business

Microbusiness team provides training to help low to moderate income business owners with starting and growing small businesses. This class is the "Entrepreneurship Fundamentals" series at the Nia Center. Approximately 30 budding entrepreneurs in the kickoff session of a five week workshop to learn the basic parts of writing a business plan and starting a business.



CSBG Direct Services

A Family Approach

Nicole Layton entered our Preschool Scholarship program for her son, Aiden. While in the program, it was found that her husband, Jeff Layton could utilize our Workforce Development Program for IT Certification. The only problem was, our CSBG programs didn't have any IT Vendors. Jeff and Nicole were able to bring New Horizons to LMCS and other clients have been able to benefit from the collaboration of New Horizons and Workforce Development. Below is Nicole's story:

"I found Louisville Metro while searching for a way to send our son to preschool. We tried to enroll him through JCPS Early Childhood. He was placed at a location too far from our home. I heard that someone had received a scholarship to attend private preschools. I did internet searches and cold calling for days. At some point I was directed to Vanessa Neagle at Louisville Metro. I explained our story and she assured me we could work to get our son enrolled in any preschool we selected. I was elated and relieved to know our son would receive the foundation he would need to be Kindergarten Ready!

The biggest challenge Louisville Metro was able to help us overcome was finding a preschool for our son. I had worked with JCPS for close to a year. Filling out paperwork, turning in forms, phone calls, etc. About 3 weeks before school was to begin, we received his placement letter. When we learned we were placed at a school too far from our home, we were devastated. We had no clue what to do. Working with Vanessa and Louisville Metro was a simple and quick process. It allowed us to choose the school that was closest to us and we were able to start him right away. Our son quickly made friends and learned so much. We are so proud and extremely grateful we were provided with this opportunity.

During our interview process, Vanessa mentioned several wonderful services available to our family. We were able to send our son to preschool. My husband was able to attend night classes in preparation for an Information Technology certification test. We were provided with monthly gas cards. We received some assistance with our heating bill. We were even able to enroll both of our children in camps during spring and summer breaks. Each time we visited it seemed as though Louisville Metro had something else we could take advantage of.

Vanessa (Louisville Metro) never made us feel like a needy family, she just made us feel like family!"

It has been a pleasure to work with the Layton Family. Aiden has finished Preschool at Kindercare and is on his way to being Kindergarten Ready. Jeff has completed his certification and has even recently received a promotion at his job because of the courses he took through Workforce Development that allowed them to make enough money to no longer even qualify for our program. "Success is not created by one person, but by a team that comes together as one"- Jillian Farrer.



Thank You!!

