



Human Service Fund: A Collaborative City/County Partnership
2020 Year-End Report

Since 1990, United Community Services of Johnson County, Inc. (UCS) has worked in partnership with cities* and Johnson County Government to support programs that improve the quality of life through human service strategies. For 2020, 15 nonprofit organizations were awarded \$371,776.

This report provides an overview of programs supported by the Human Service Fund (HSF) during 2020 – a year of unprecedented challenges and growing human service needs. Despite state-mandated closures and limitations on operations that continued throughout the year, grantees provided over 168,000 units of service to more than 37,000 Johnson County residents.** These “units of service” are measured through a full spectrum of programs designed to offer support and build self-sufficiency and well-being. Examples of an unit of service include: medical and dental appointments, nights of safe housing, economic empowerment and counseling programs, emergency rental and utility assistance, food pantries, hours of case management, employment training and more.

Amid the global coronavirus pandemic, many HSF grantees pivoted to provide critical services in new ways – shifting to telehealth and online services, engaging in education and training through social media platforms, providing “porch” consultations, expanding service portfolios to include direct assistance like drive through food pantries, and supporting clients in accessing safety net services and CARES Act funds.

Human Service Fund Priorities:

Programs funded by the HSF must deliver measurable outcomes which benefit Johnson County residents and, in the long-term, benefit local governments by avoiding, deferring, or preventing costs that otherwise might be incurred by local government.

1. Programs funded by the HSF must fit the definition of “Safety Net or Work Supports.” Priority is given to programs that address emergency aid and shelter, child/adult abuse, child welfare, health, work support services such as childcare and early childhood development, and job training.
2. Priority will be given to programs that serve individuals and/or families with income below or near the federal poverty level.
3. Priority will be given to programs that demonstrate innovation and/or collaboration in program delivery.
4. Priority will be given to programs that are consistent with an evidence-based program, best practices or promising practices, or replicate a successful model.

The UCS board of directors, funded programs and program participants thank the Board of County Commissioners, and Mayors and Council Members who make these funds available. For additional information, contact Julie Brewer, Executive Director, 913.438.4764 (julieb@ucsjoco.org).

2020 Funding	
Johnson County Government	\$141,775
15 Cities	\$253,001
Interest	\$3,000
Total Dollars	\$394,776
UCS Administration	-\$26,000
Grant Awards	\$371,776

**Participating jurisdictions include Johnson County, De Soto, Edgerton, Gardner, Leawood, Lenexa, Merriam, Mission, Olathe, Overland Park, Prairie Village, Roeland Park, Shawnee, Spring Hill, and Westwood.*

***Grantees were not able to capture unduplicated client counts for some services, such as services provided through some online platforms and drive through food pantries; as a result, service numbers are an underestimate for 2020.*

2020 Human Service Fund Year-End Report

CASA of Johnson and Wyandotte Counties

351 Johnson County children served through >15,500 hours of support and advocacy

\$48,000 Grant

CASA's (Court-Appointed Special Advocate) Child Advocacy Program is a court-ordered program that serves children involved in cases where conflicting case information has been presented to the judge, there is extreme neglect or abuse, or there are concerns about implementation of services. A trained CASA volunteer advocate focuses on the child's needs. The volunteer gathers information from significant adults in the child's life, and with a CASA supervisor, submits a report to the judge who is then able to make a more informed decision regarding the child's future. Despite court closures and virtual court appearances during much of 2020, the Child Advocacy Program served 428 children within and outside of Johnson County with over 15,500 hours of advocacy.

Outcomes achieved during 2020: The presence of a stable adult is a key factor in building resilience from a history of trauma. 98% of children served by CASA had a stable adult presence in their CASA volunteer during their court involvement. While assigned to a CASA advocate, 99% of the children served did not have an additional affirmed or substantiated report of abuse to Kansas Department for Children and Families. Of the CASA-served youth eligible for graduation or working towards obtaining a GED, 90% were successful (graduated or awarded a GED). This percentage for academic milestones far exceeds the state average for children in foster care.

Catholic Charities of Northeast Kansas

13,058 Johnson County residents served through 51,816 service encounters

\$70,000 Grant

Through two centers in Johnson County, Catholic Charities of Northeast Kansas provides an emergency assistance and supportive housing program for families living at or below 150% of federal poverty guidelines. Emergency assistance protects and promotes the well-being of families and children by meeting basic needs such as food, shelter and clothing, as well as financial assistance with prescription medication, utility payments, and transportation. The case management delivery model emphasizes modes of self-sustainment, including asset development/financial literacy, education on life skills and connection to other resources. While individuals served by Catholic Charities are fewer than in previous years, Catholic Charities is utilizing longer-term holistic services to support households in achieving household stability. As a result, those served engaged in significantly more services than in prior years, resulting in 51,816 units of service provided, despite mandated closures of facilities in spring and summer of 2020.

Outcomes achieved during 2020: Visits to Catholic Charities for food assistance totaled 20,110. Direct financial assistance enabled 940 individuals to maintain safe housing for at least 30 days. 1,044 individuals benefited from utility service assistance which enabled them to sustain utility services for 30 days. All individuals who received direct financial assistance completed a financial assessment with their case manager. 91% of individuals who received financial assistance also completed at least one component of financial literacy education (Money Smart, Your Money-Your Goals), and received one-on-one budget coaching.

El Centro, Inc.

Unduplicated number of Johnson County residents served: 3,248

2000 individuals accessed food from drive-thru food pantries

> 36,000 individuals engaged through social media

\$22,800 Grant

El Centro’s Johnson County Family Services Program provides a set of safety-net services to low-income, under-insured and uninsured Johnson County residents. Services include, but are not limited to, emergency assistance, assistance filing taxes, financial literacy classes and individual counseling regarding money management, and access to healthcare (health navigation and promotion). Assistance filing taxes is through El Centro’s VITA (Volunteer Income Tax Assistance) site, located in Overland Park. The other services are provided in El Centro’s office located in Olathe. In 2020, El Centro responded to the pandemic by leveraging its relationship with the community to support distribution of approximately \$200,000 in CARES Act rental and utility assistance and added a food pantry for food insecure households.

Outcomes achieved during 2020: Clients’ immediate basic needs were met: 265 households received utility assistance and were able to maintain utilities for minimum of 30 days, and 269 households received rent assistance which enabled them to sustain housing for minimum of 30 days. 534 individuals completed the financial empowerment class. 51 people were assisted with the process that enabled them to receive an Individual Tax Identification Number and thus file income taxes; 964 people were assisted in filing their taxes. 575 individuals were assisted with applying for the Supplemental Nutrition Assistance Program (SNAP) and received benefits; 208 enrolled in KanCare with assistance. 346 individuals were referred to a community healthcare resource and of those, 100% had at least one successful outcome. 107 individuals completed a class about eating healthy on a budget. In 2020 as a response to the pandemic, El Centro also provided food distribution through a drive through process, serving over 2,000 individuals (not unduplicated) in Olathe. El Centro also implemented social media educational videos on topics like healthy eating, budgeting, voting, the census, and COVID-19 with total views exceeding 36,600 between July-December 2020.

FosterAdopt Connect

Johnson County residents served: 92

\$5,000 Grant

A new HSF grantee in 2020, FosterAdopt Connect’s Family Advocacy Program’s peer-to-peer support connects foster and adoptive families with trained advocates (experienced foster parents) who help families navigate and resolve issues related to interaction with the child welfare system. Examples of challenges include problems accessing school-based services and mental health services, and delays in reimbursement. The program forms the foundation of the agency which offers multiple programs/services in the Kansas City area. Founded in 1998, the agency operates five resource centers, including one in Lenexa.

2020 Outcomes: During 2020, FosterAdopt Connect served 250 unduplicated children and adults, 92 of whom were Johnson County residents. As a response to COVID-19 restrictions, FosterAdopt expanded use of virtual contact, which allowed it to work more effectively with underserved rural clients. 87% of families being supported through direct advocacy developed and maintained an action plan within 30 days of initial contact, 85% of families had indirect advocacy needs resolved within 3 business days, and 18% of families received advocacy and/or community support to preserve placements.

Goodwill of MOKAN

88 Johnson County residents engaged in 5,430 hours of case management and training

\$16,696 Grant

A new grantee in 2020, the Human Service Fund supports Goodwill's enhanced Training and Employment program. This program collaborates with NCircle, Inc. to provide skills training, certification instruction, financial education, job placement, connections to community services, and job retention services for individuals in Johnson County Department of Corrections Adult Residential Center (ARC) and Therapeutic Community, as well as adults on probation upon release from the ARC. Programs include essential life skills training, digital literacy and computer skills training, and occupational training courses, such as OSHA 10, welding, and forklift training. These programs enhance the qualifications of Johnson County workforce.

Outcomes achieved during 2020: In 2020, 88 individuals engaged in the training and employment program, receiving 5,430 hours of instruction and case management. Based on assessments, 100% of participants showed increased life skills and 100% of participants demonstrated increased digital literacy and computer skills. 65% of program participants were able to successfully find employment. Clients of the program earned 71 certificates through the College of Trades program. None of the program participants reoffended/committed a new crime since their successful completion of the program.

Growing Futures Early Education Center

Johnson County residents served: 62 through subsidized wrap around care for 17 children, virtual learning, and family support through home visits.

\$9,000 Grant

Most of the families served by Growing Futures are living at or below federal poverty guidelines. Through the Human Service Fund grant, scholarships for childcare assistance help low-income families experiencing financial hardships who are unable to pay their share of childcare fees (federal Head Start grants fund 3.5 hours of the day and parents are responsible for costs wrapped around the Head Start funded hours). Scholarships allow for continuity of early childhood care and education while parents are working or attending school. Emergency assistance is provided to families in need of short-term help, particularly with housing (those in jeopardy of losing Section 8 eligibility because of inability to pay rent on time), and food. This was particularly acute in 2020 due to the pandemic and Growing Futures supported 66 individuals through HSF funds with scholarship assistance and family support. During facility closure due to the coronavirus, Growing Futures provided educational materials and virtual learning for families. It also provided virtual home visits to support families in reaching family goals and met basic needs of families through delivery of diapers and wipes and seasonal produce.

Outcomes achieved during 2020: Seventeen children and their families received short term help or fee subsidies which allowed parents to remain working or in school while facing financial challenges. The needs of families went beyond monetary. Growing Futures' Family Support Advocates also helped families obtain childcare subsidy funding and resources specific to single fathers, incarceration, and mental health treatment as well as diapers, wipes, and food. During 2020, no children left the program due to inability to pay fees. Despite the challenges of the pandemic, 87% of the assisted families achieved steps toward the completion of a large family goal – such as maintaining employment, learning English, purchasing a first home, or working toward a GED. For the 2019-20 school year, 87% of kindergarten eligible children achieved kindergarten readiness based on the Classroom Observation Record.

Harvesters – The Community Food Network

Johnson County children served:*
BackSnack -1,610 children
Kids Cafe – 1,551 children

35,440 BackSnacks

6,804 café meals

\$15,000 Grant

The Human Service Fund supports Harvesters BackSnack and Kids Café programs within Johnson County. BackSnack provides low-income children with a backpack of food to take home from school over the weekends. Harvesters purchases food for the backpacks, transports the food to community partners and links schools to community partners. School staff identify children who are in greatest need of food assistance. Kids Café is provided in after-school locations and summer sites in Johnson County. Harvesters delivers meals directly to Kids Café sites and provides meals there at no cost to children and youth. Free and reduced lunch school statistics help determine location of Kids Café sites across school districts in Johnson County. Due to school closures beginning in March and continuing throughout 2020, Harvesters worked with community partners to provide pick-up meals for students.

Outcomes achieved during 2020: Harvesters provided 35,440 BackSnacks to children in Johnson County and Harvesters' Kids Cafe program served a total of 6,804 meals to food-insecure children.

*Harvesters is not able to provide an unduplicated count of children served between Kids Café and BackSnack, or by each individual program over the calendar year or a school year. In order to determine the minimum number of unduplicated children served by both programs, the largest number of children served in each Johnson County jurisdiction during a six-month period for either program was added together for total of 3,161.

Health Partnership Clinic of Johnson County

6,258 Johnson County residents utilized 15,485 healthcare visits

\$45,000 Grant

The Health Partnership Clinic (HPC) provides primary and preventative medical care and dental and behavioral health services for low-income and uninsured patients who otherwise would not have access to care. HPC health care services include both pediatric and adult care. Specialty care is provided through a network of providers. In addition, a walk-in clinic and case management services are provided for patients who are homeless. Based on recommendations from the American Dental Association and mandated closures, the dental clinic was closed from March-June to limit COVID exposure.

The pandemic has resulted in other changes at HPC, including patient triage of those who have COVID symptoms and drive-thru testing minimize COVID spread. Many HPC patients, in particular pediatric patients, delayed well child visits or regular visits for fear of COVID exposure. In response, HPC implemented drive-thru vaccination clinics to support pediatric vaccinations. HPC also implemented new platforms for telehealth technology to continue providing healthcare services during mandated closures and to support social distancing and limit exposure of patients and healthcare providers.

Outcomes achieved in 2020: HPC served 8,501 patients from within and outside of Johnson County in 2020. In 2020 there were 20,187 patient office visits and/or clinical encounters. Approximately 95% of patients surveyed indicated they were either satisfied or very satisfied with overall care they received as a patient. Patients achieved positive health outcomes as indicated by 61% of hypertensive patients who had their blood pressure under control with readings below 140/90, and 60% of diabetic

patients who achieved HgA1c (blood glucose) level of 9.0 or below during the last half of the year, despite the stressors of the pandemic.

Hillcrest Ministries of MidAmerica

Johnson County residents served: 25

3,299 nights of housing

\$10,000 grant

Hillcrest’s Transitional Housing – Homeless Youth and Families program provided transitional housing for 25 homeless youth, children and families in apartments located in Overland Park. The youth program provides up to 24 months of housing and services, including individual case management and budget counseling, and connection to community services to address immediate and ongoing needs as applicable, such as medical, dental, vision, mental health, substance abuse treatment, employment training, tutoring, and mentoring. Adults and families receive similar services, for a shorter period of up to three months.

Outcomes achieved during 2020: All youth and families received an individual assessment of needs including health, employment, education and housing. The six homeless youth worked toward achieving education goals (their work toward those goals continues), and seven adults are employed full-time. Over 810 hours of volunteer time and \$25,000 in in-kind donations were contributed to the program.

Johnson County Interfaith Hospitality Network

57 Johnson County residents accessed 1,656 nights of shelter

\$9,000 Grant

Through partnerships with 36 faith congregations, Johnson County Interfaith Hospitality Network (IHN) provided homeless families and single unaccompanied women with shelter, meals, and case management which included assistance with budgeting and money management, job and housing searches, transportation, and referrals to community resources.

Outcomes achieved during 2020: Johnson County Interfaith Hospitality Network utilized the funding support to provide professional strengths-based case management for homeless families, and homeless single unaccompanied females. A total of 57 Johnson County residents were supported through this program in 2020. 52.5% of families moved to homes of their own, or transitional housing within four months of entering the network. 65.5% of families increased economic resources by 25% during their time in the network. While only two volunteer trainings were held in 2020 due to COVID, 94% of volunteers reported increased awareness of human service needs in our community after attending a volunteer training.

Kansas Children’s Service League

259 Johnson County residents engaged in 827 client visits

\$20,280 Grant

Kansas Children’s Service League (KCSL) Healthy Families Johnson County, a child abuse prevention program, provides intensive home-based parent education, support, and case management to first and second-time parents who have been identified as being high risk for child abuse and neglect. Participants receive routine at-home visits, case management, referrals to community resources and services, child development and parent education, and linkage to health care services. During the pandemic, many of these visits were shifted to virtual or telephonic encounters or “porch” visits in outdoor settings. Parent engagement includes Parent Cafés, parent support groups, and a Parent Leadership Council. Parent engagement was also provided through virtual events and Facebook interactions, including family time events in which families received boxes of craft supplies and then participated in a party via zoom.

Outcomes achieved during 2020: 99% of families served by the program remained free from substantiated abuse and neglect while in the program. By the end of the year, 99% of children enrolled in the program for at least six months had health insurance and 90% had a developmental screening. A total of 87% of children were up to date on immunizations. KCSL notes that during 2020 their clients identified significant increase in stressors in 2020 related to the pandemic, including financial instability, food insecurity, domestic violence, and mental health issues; KCSL anticipates families will need additional support and more in-depth services in 2021.

KidsTLC

Johnson County residents served: 185

139 individuals engaged with Que Ondas Familias

3,086 service encounters

\$18,500 Grant

KidsTLC's Thriving Families provides support and education services, including a Family Support and Navigation Specialist who is available to help families navigate the complexities of finding mental health/health care, housing, and community resources/support. The program also provides education groups for parents or guardians of KidsTLC clients through the CARES and Que Onda Familias (Spanish speaking) education and support groups. The program is a compliment to the residential and outpatient mental health services KidsTLC provides to children. Services are targeted to the following populations: homeless/McKinney Vento families in the Olathe and Shawnee Mission school districts; Spanish speaking families in Johnson County; parents/guardians of current KidsTLC clients; and families on long waitlists for mental health services. The goal of the program is to educate families on health issues, trauma, and raising healthy children and to provide health navigation and connection to community resources.

Outcomes achieved during 2020: KidsTLC served a total of 293 individuals in and outside of Johnson County as well as 139 (not unduplicated) individuals through Que Onda Familias in a total of 3,086 service encounters. During the pandemic, Que Onda Familias moved to an online platform, which increased class size from 20 adults per class to more than 130 – as a result, Que Onda Familias reached 2,109 (not unduplicated) individuals. KidsTLC helped meet people's live sustaining basic needs by referring clients to resources, as a result of referrals: 22 families were assisted with rent/deposits, 40 unduplicated households have had immediate crisis needs met or stabilized through emergency assistance programming/crisis counseling, 10 families were directed to food assistance, 1 to medication assistance, and 5 referred to Parents as Teachers program.

Safehome

66 Johnson County residents engaged in 95 economic empowerment sessions

\$21,000 Grant

Safehome provides shelter and other assistance to those fleeing domestic violence. Human Service Funds support the Economic Empowerment program. Through education, support, and referrals to community agencies, this program assists clients in taking control of their finances and moving towards financial independence as they work to rebuild their lives. Clients participating in Safehome's outreach programs also have access to financial literacy classes. To preserve client safety during the pandemic, Safehome eliminated room-sharing between non-household members; this resulted in a drop in shelter bed capacity from 60 to 28. Despite this challenge, through the shelter and outreach program, Safehome served 151 clients from inside and outside of Johnson County through online financial literacy classes and one-on-one sessions.

Outcomes achieved during 2020: Due to coronavirus restrictions, SafeHome shifted its Economic Empowerment Program to an online platform for training. 67% of clients in shelter on the Job Search Track (those who did not have a job or were underemployed) for at least 4 weeks completed at least 2 job interviews and 100% of clients in shelter for more than 12 weeks obtained a job. 84% of clients on the Budget Track set budgeting goals and 50% of clients in shelter for at least 4 weeks created a realistic household budget.

**The Salvation Army,
Olathe**

134 Johnson County residents received 24,378 nights of shelter, meals, and hygiene kits

\$20,000 Grant

The Salvation Army Johnson County Family Lodge assists homeless and near homeless families with shelter and food at their Olathe campus. Each family receives strengths-based case management where they develop an individualized housing and financial stabilization plan and are assisted in locating affordable housing and establishing savings. Family therapy, crisis counseling, parenting classes and financial literacy programming are also available. The Salvation Army participates in the Coordinated Entry System which began in late 2017 under the auspices of UCS-facilitated KS-505 Johnson County Continuum of Care on Homelessness.

Outcomes achieved during 2020: 96% of families who exited the program moved into transitional or permanent housing. 100% of eligible families applied for and received mainstream services (medical assistance, childcare subsidy, WIC, work program supports, SNAP). 91% of households increased their skills or income through the program. Ten children utilized financial assistance for daycare which enabled their parents to go to work.

Sunflower House

Johnson County residents served: 10,761

\$42,500 Grant

The Human Service Fund supported the Sunflower House child abuse prevention program – the Personal Safety Educational program. The program includes: 1) *Happy Bear*, an interactive play for children ages four through seven in public and private early childhood centers and elementary schools; 2) *Think First and Stay Safe* for PreK-5th grade students; 3) *E-Safety*, an internet safety program for middle school students; 4) *Keeping Kids Safe Online*, education for parents; 5) *Stewards of Children*, a child abuse prevention training for parents and caregivers; 6) *Child Protection*, an adult-focused child sexual abuse prevention program; and, 7) *Mandated Reporter Training* which teaches attendees to recognize signs of sexual abuse, the correct procedures/laws for reporting, and how to handle a child’s disclosure. Traditionally, Sunflower House provides in-person trainings to large groups; due to the pandemic, Sunflower House has shifted to providing virtual learning for larger groups and in-person training for small groups that can social distance appropriately. The program served 17,680 individuals from within and outside of Johnson County.

Outcomes achieved during 2020: Following training on personal safety, 98% of children indicated that they will report unwanted contact, including physical touches and electronic communication. 3,215 adults, including 382 within the special needs community, were trained regarding child abuse with 98.7% of adults indicating that they gained new information. After online safety training, 92% of youth indicated an increase in knowledge and 96% of adults indicated they will more closely monitor the electronic communications of children in their care.