



OFFICE OF  
RESILIENCE AND  
COMMUNITY SERVICES

# TOGETHER WE CAN

Annual Report FY20-21



## Message from our Mayor & our Director

**Together We Can.** These words have never been more reflective of Louisville Metro Government's values and commitment. This past year - as our city, state, country and world continued to face unprecedented challenges due to the COVID pandemic - employees across every department, including the Office of Resilience and Community Services (RCS), worked diligently to respond.

**Together** with other Metro Government agencies, numerous private, public and community-based partners, and a broad base of volunteers, RCS continues to be a steady force providing essential services for Louisville residents, especially low- to moderate-income populations. And the accessibility of services through our seven Neighborhood Place sites - where RCS provides administrative and staff support - has been key.

In Fiscal Year 2021 alone, RCS helped over 7,000 unique households avoid eviction, and nearly 22,000 unique individuals avoid utility disconnections, through critical emergency assistance programs for those impacted by a loss of job and/or a loss of wages, at the height of the pandemic.

Other essential services provided by RCS include innovative initiatives and outreach to help individuals experiencing homelessness, expanded meal services for our homebound seniors, virtual workshops and counseling services to help families build financial stability and security, and LIHEAP drop-off services to help residents get the aid necessary to stay warm in the winter and cool in the summer.

The key to all this? Partnerships. Federal, state, and local funding, along with private donations, helped us move toward recovery, and we are grateful to the leadership of our external agency partners, our community action board members, and other volunteers and partners who work to ensure our public and private priorities and resources are aligned and leveraged for maximum benefit.

Going forward, we vow to continue to be good stewards of that funding - including our city's \$388 million share of federal American Rescue Plan (ARP) funding, which has given us the opportunity to take ideas we once reserved for some day and turn them into reality, particularly in the priority areas of public safety and addressing homelessness and affordable housing.

**Together We Can** make a difference, committed anew to the work ahead, providing services that build resilience and self-sufficiency for individuals and their families throughout our city.



**Greg Fischer,**  
Mayor of Louisville



**Tameka Laird,**  
Director of Louisville  
Metro Office of Resilience  
and Community Services

## Our Annual Report Theme

Our staff selected "Together We Can" as the theme of this report as a testament of our commitment to working as team and focusing on making Louisville a better place for us all.

### 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.

### Table of Contents

<b>03</b> Message from our Mayor and our Director	<b>10</b> This Year at RCS
<b>04</b> Eviction Prevention	<b>12</b> Outreach and Advocacy
<b>05</b> Keeping People Housed	<b>13</b> Promoting Volunteerism
<b>06</b> Utility Assistance	<b>14</b> Homeless Response System
<b>07</b> Food Assistance	<b>18</b> Financials
<b>08</b> Connecting Youth	<b>19</b> Expanding our Reach
<b>09</b> Building Economic Mobility	

## Eviction Prevention

### Overview

- ▶ Enormous community need for rental assistance due to the economic impact of COVID-19
- ▶ Louisville Metro Government, nonprofits and community partners established a coordinated response to increase household security, prevent evictions and provide relief
- ▶ Louisville ranked #1 in the nation for getting eviction prevention funds allocated by the National Low Income Housing Coalition

### Response

- ▶ Louisville Metro enacted four access points for distributing eviction prevention funds: Tenant-based approach; Court Eviction Diversion; Landlord Tenant Rental Assistance; and Community Services Partners Program.
- ▶ Multiple funding sources - federal, state, Louisville Metro and private donations.
- ▶ Looking at federal Emergency Rental Assistance Program (ERAP) funding alone, more than 71% went to households earning less than 30% of the area median income.

  
**21,000+**  
Residents Helped

  
**7,000+**  
Housing  
Units Assisted

**27.66**  
million  
Distributed  


*\*Stats above reflect the work of RCS during Fiscal Year 2021*

▶ **Louisville Metro Government distributed more than \$96 million in eviction prevention assistance, helping more than 42,000 residents, since the start of the COVID-19 pandemic.**

*\*Stats above reflect the work of Louisville Metro Government and partners through February 2022.*

## Keeping People Housed

"After there was a COVID breakout at my work, I had to leave. Money was tight and it was important for me to stay in my family home, in the neighborhood I grew up.

I am grateful for the Neighborhood Place team for giving me the help I needed via the COVID Relief Eviction Prevention Assistance Program."

*Judy Smith, Louisville resident*



### More testimonials:

"I had a worsening heart condition and had some difficulty putting things together. Thank you for your kindness and professionalism and for walking me through the Eviction Prevention application process to ensure it was done correctly."

"We as a community are blessed to have your help in these times of struggle. You made me feel human again."

"I contracted COVID in January 2021. I am overwhelmed with gratitude to your staff members who met me with kindness and helped me get back on my feet again."

## Utility Assistance

The continuation of the COVID-19 pandemic caused a high demand for utility assistance. In response, LIHEAP and other federal, state and local utility assistance programs provided historic levels of assistance to more residents in need than ever before.

### Outcomes:

**16,748**

Households received home energy assistance through LIHEAP

**2,855**

Households received LG&E bill assistance through the Metro Utility Assistance Program

**3,546**

Households received water and home energy utility assistance through the Healthy at Home Program

**18,733**

Potential utility shutoffs prevented

## Food Assistance

Vulnerable seniors are at the greatest risk amid COVID-19. Our Senior Nutrition/Meals on Wheels staff and volunteers are on the front lines every day to ensure nutrition needs are met. Partnerships with Dare to Care and local Farmer's Markets provide further assistance for residents at risk for food insecurity.

### Outcomes:

**346,551**

Meals served through Senior Nutrition Programs

**500**

Additional seniors provided home-delivered meals

**286,826**

Pounds of food distributed through Dare to Care sites.

**800**

Senior Farmer's Market vouchers distributed

### Testimonial:

Rodriguez Morris is a vibrant member of our community with a background in carpentry. About a year ago – in the midst of COVID—he underwent hip surgery which caused him to rely on a fixed income.

When a few unexpected expenses hit his household such as wanting to aid to a family member who was dealing with a job loss, Rodriguez was grateful for LIHEAP Assistance to help him catch up on payments for his utility bill.

### Testimonial:

Meals on Wheels volunteer, Rick Owens, is a retired employee from the VA Hospital who wanted to give back to his community. In early 2020, he started as a Meals on Wheels volunteer in the Old Louisville area, and he continues to help out during the COVID pandemic.



*\*Photo compliments of the Courier-Journal*

## Connecting Youth

### The Louisville Youth Network

Launched in May 2021, the Louisville Youth Network is a free, one-stop shop that connects underserved youth with jobs, education and more. Core partners include the city's Office of Youth Development, Coalition Supporting Young Adults (CSYA), Louisville Urban League, and Goodwill Industries of Kentucky.

#### Overview:

- ▶ Centralization of services/resources and shared platform. Youth intake at multiple access points.
- ▶ Outreach including social media, Youth Influencers, and LouieConnect kiosks at five locations.
- ▶ Empowerment Navigators and Peer Support connect youth to local resources and helps meet the needs and sustain services.
- ▶ Louisville Metro is expanding its Office of Youth Development in FY22, whose mission is to transform systems to ensure that all young people have the opportunity to live equitable, healthy and happy lives.

#### Outcomes (within two months of launching):

- ▶ **256 youth** received referrals to services
- ▶ **99 youth** were assigned an Empowerment Navigator and completed orientation

### Testimonial

DeShawn Ellis, a local youth shared his story of working with an Empowerment Navigator. "The stuff I'm doing now -- writing books & teaching people how to invest -- I didn't know was my potential. I didn't have the connections or the people to persuade me to be that type of person."



## Building Economic Mobility

### Office of Financial Empowerment

RCS works to empower residents with the knowledge, tools, access and opportunities for financial inclusion and empowerment. We also share a strong partnership with the Louisville Asset Building Coalition (LABC) which provides free tax preparation for low-and-moderate income households.

#### Overview:

- ▶ **42%** of AcceLOUrate Savings financial coaching participants obtained an asset; **29%** reduced their debt; and **\$1,875** was the average amount saved
- ▶ **232** service providers increased their financial empowerment skills through the Louisville Community Financial Empowerment Certification and Training program
- ▶ **\$9 million+** returned to the community through tax refunds and credits facilitated by LABC's Volunteer Income Tax Assistance (VITA) program

#### Special Highlights:

- ▶ Bank On Louisville (BOL) celebrated its 10th anniversary and has helped open more than **47,409** bank accounts; **5** financial institutions offered certified Bank On accounts
- ▶ Selected by the Cities for Financial Empowerment (CFE) Fund, BOL partnered with LHOME to offer a Financial Navigators program providing **397** one-on-one sessions and facilitating **3,604** referrals
- ▶ In partnership with the CFE Fund, Louisville will launch a Financial Empowerment Center (FEC) in **2022**

### Testimonial

"Stacey", a single parent, reached out to connect with a financial coach for help achieving her dreams of homeownership. Through goal-setting and money-management, she reduced her debt by \$2,000 and saved more than \$10,000 for a down payment. Now with her Master's Degree completed, Stacey is soaring on her path to buying a home.



# This Year at RCS

July 1, 2020 - June 30, 2021

## July 2020

- ▶ **30th Anniversary** of the Americans with Disabilities Act
- ▶ **LIHEAP Summer Cooling** enrollment began
- ▶ **Foster Grandparent Program** Drive-thru Appreciation Event

## December 2020

- ▶ Grants awarded to three organizations serving **system-involved youth**
- ▶ **Launch of NP CARES**, economic recovery program in response to COVID

## October 2020

- ▶ **Virtual Landlord Symposium** held to connect with RCS' housing programs

## April 2021

- ▶ **New Homeless Services Division** added to RCS
- ▶ **Age-Friendly Louisville** Drive-by Derby parade for older adults

## February 2021

- ▶ **VITA and AARP Tax-Aide** launch free tax preparation services
- ▶ **Additional \$22.9** million in eviction prevention funds via the Consolidated Appropriations Act

## June 2021

- ▶ **Free electric fan distribution** for older adults and individuals with disabilities

## August 2020

- ▶ **\$21 million+** Federal CARES Act allocation for eviction prevention announced
- ▶ **Women's Equality Day** marks 100th anniversary of the 19th Amendment
- ▶ **Bank On Louisville** 10th Anniversary



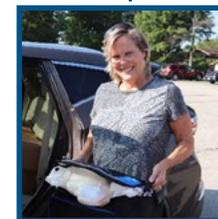
## November 2020

- ▶ **Week of Valor** honoring veterans
- ▶ **LIHEAP Subsidy and Healthy at Home** Utility Assistance launched
- ▶ **Free Financial Navigators** with LHOME announced



## January 2021

- ▶ **LIHEAP Crisis Component** enrollment started
- ▶ **City's External Agency Fund and HUD grant applications** opened
- ▶ **Homeless shelter bed expansion** funding opportunity announced
- ▶ **\$10 million** in Metro COVID-19 Utility Relief Funds launched



## March 2021

- ▶ **March for Meals** celebrates Meals on Wheels volunteers
- ▶ Louisville received grant to develop **Financial Counseling** as a free public service

## May 2021

- ▶ **Spring LIHEAP** enrollment opened
- ▶ **Louisville Youth Network** launched to connect underserved youth



## ▲ Outreach and Advocacy

Continued outreach and advocacy for vulnerable populations have been more important than ever during the COVID-19 pandemic. RCS three Advocacy Offices worked diligently to connect with residents via virtual workshops, socially-distanced events and outdoor celebrations.

### Office of Aging and Disabled Citizens (OADC)

Responsibilities include planning and facilitation of community meetings and events, as well as co-sponsoring the annual Fan Fair event with over 250 electric fans distributed in 2021 to provide heat relief.

### Office for Veterans (OFV)

Responsibilities include coordinating the annual Mayor's Week of Valor and connecting veterans with local resources. Both the 2020 and 2021 Week of Valor celebrations featured 17 virtual and outdoor events designed to safely follow COVID guidelines.

### Office for Women (OFW)

Responsibilities include collaborating to improve local gender equality and advancing the status of women in our community. In coordination with the Center for Women and Families, honored lives lost to domestic violence across the State during the "Speak Their Name" event.

### Program Highlight

In partnership with AARP Kentucky, KIPDA, and the UofL Trager Institute, the Age Friendly Louisville Strategic Plan Five Year Report was accepted with accolades as an in-depth review of the progress of the strategic plan implementation. In the report, the objectives, tactics, and results of each of the domains details the work of many individuals across our city who are dedicated to ensuring an age-friendly community.

## ▲ Promoting Volunteerism

RCS and our partner agencies manage and coordinate a number of volunteer opportunities to enrich individuals and our community. While some volunteer roles were temporarily suspended during the height of the pandemic, other areas required additional help. Much more engagement will be necessary as we continue to recover from the pandemic.

### Foster Grandparent Program (FGP)

130+ Foster "Grannies" and "Grandpas," 55+ years or older, serve as mentors, role models and friends for at-risk school children.

### Retired & Senior Volunteer Program (RSVP)

300+ individuals, 55+ years and older, helped in areas such as food distribution and the LouVax COVID vaccination site.

### Meals on Wheels

100+ volunteer help to keep vulnerable seniors fed by working at distribution sites and delivering meal packs to homebound seniors.

### Testimonial

Being a Vietnam Veteran himself (Army '71), Gerry understands the unique needs of his fellow service members. As an RSVP volunteer, Gerry contributes hundreds of hours each year at Hosparus Health, recognizing fellow veterans with blankets, certificates and kind words.



# Homeless Response System

Louisville Metro RCS is a key player in Louisville’s effort to address and end homelessness. Our services include prevention, coordination of outreach and shelter, housing programs and supportive services.

## PREVENTION

- ▶ Neighborhood Place supported programs including eviction prevention, mortgage assistance and utility relief
- ▶ CSBG (Community Services Block Grant) self-sufficiency programs including NP CARES and A Way Home

## EMERGENCY

- ▶ Administration of the Louisville Metro-funded Unsheltered Homeless Initiatives
- ▶ Funding and coordination of homeless shelters and day shelters, outreach and storage

## HOUSING

RCS Housing and Support

- ◆ Continuum of Care Rapid Re-Housing
- ◆ HOME Tenant Based Rental Assistance (TBRA)
- ◆ Continuum of Care Permanent Supportive Housing (PSH)
- ◆ Emergency Solutions Grant (ESG) Rapid Re-Housing
- ◆ ESG COVID (ESG-CV) Rapid Re-Housing

### Agency Highlight:

In early 2021, RCS created a new Homeless Services Division to support the City’s homeless initiatives, to increase the capacity for education and engagement with the community, and to better collaborate with homeless service providers.



# Homeless Prevention

## Eviction Prevention, Mortgage Assistance and Utility Relief

- ▶ **21,000+** Individuals avoided Eviction
- ▶ **179** individuals avoided foreclosure
- ▶ **18,733** potential utility shutoffs prevented

## NP CARES and A Way Home Program Self-Sufficiency Programs

**NP CARES** was created in response to the pandemic and aims to meet two critical needs simultaneously: stabilizing households through eviction and foreclosure prevention assistance, and facilitating economic recovery and resilience by advancing participants’ knowledge, skills, and opportunities in the areas of employment, education, and income management. Stabilization and recovery are achieved by financially rewarding NP CARES participants’ own investment of time and effort in the pursuit of skills that will benefit them for the rest of their lives.

Like NP CARES, the creation of the **A Way Home** program was prompted by the pandemic. Its purpose is working with family households and local family shelters to prevent a surge in street homelessness resulting from the combined effects of reduced shelter capacity and rising evictions. Thanks, in part, to the success of this program, the city’s waiting list for sheltering homeless families stands at an all-time low.

## Testimonial

In the middle of the COVID-19 pandemic, Janice Fowler described herself as “broke, broken, hurt, recently unemployed with no car and struggling with bills.” She searched countless nights for jobs and assistance.

Thanks to being connected to the wrap-around support of our NP CARES program including help with goal-setting – and mostly thanks to Janice’s drive and determination – she passed her coding test and is now a Certified Medical Coder. Janice had completed college courses nearly ten years prior with this goal in mind, but had to postpone due to the demands of working and raising her family.

Janice currently serves as a billing manager for three hospitals in her own Healthcare Revenue Cycle Management Business. She is excited to be working for the betterment of herself and her two teenage daughters.



## Emergency Services

Emergency shelters, street outreach and other crisis services are critical front-line services in our community's response to homelessness.

### Continuation of Unsheltered Homeless Initiatives

- ▶ **\$1,000,000** in funding from Louisville Metro's FY21 Operating Budget
- ▶ **9** service providers as part of collaborative approach
- ▶ Focus areas include low barrier shelters, permanent storage with expanded outreach services to better address mental health needs, and homeless transportation services

### Outcomes:

- ▶ **3020** total individuals served
  - ▶ **1,037** served at Wayside; **581** at The Healing Place; **54** at St. Vincent de Paul
  - ▶ **1,210** provided outreach
  - ▶ **410** utilized storage
- ▶ Since January 2019 when the Metro-funded Homeless Initiatives was first funded, partners provided services to **7,178** unique individuals.

### Funding for Homeless Shelters & Other Homeless Services

RCS awarded more than **\$7.6 million** in FY21 to local non-profits for homeless prevention, emergency shelter, street outreach, and case management services through a combination of HUD's ESG, HOPWA, CDBG, and COVID CARES funding.

### Program Highlight:

In Summer 2021, RCS' new Homeless Services Division launched a new risk assessment tool to evaluate the health and safety risks of local homeless encampments to determine when cleaning, clearings, and other services are warranted. Utilizing the Survey 123 platform, this new tool ensures centralized communications for outreach teams servicing these encampments.

## Housing and Support

RCS' Housing and Support division provides rental assistance and offers supportive services to individuals and families who meet the HUD definition of homelessness. The division administers ten HUD-funded programs, with six programs also requiring documentation of disability.

- ▶ **1195** people in **561** households assisted with housing in Fiscal Year 2020-21
- ▶ Additional federal ESG-CV (COVID) funds allocated for rapid re-housing rental assistance to individuals and families experiencing homelessness during the economic downturn. ESG-CV served **234** people in **160** households (included in total above)

### Testimonial:

Having a college degree has always been a dream for "Alicia". She dropped out of high school at an early age and in her words "began on what was going to be a long hard road of bad choices." After the birth of her youngest child, she decided to make life changes. Though facing barriers like not having a car, bank account or a job, she reached out to connect with local resources like childcare, applying for FASFA, and finding housing and employment.

"It was a long process that took a lot of prayer, faith and footwork", said Alicia. "It would not have been or would be possible without RCS's Shelter Plus Care program that provides a home that me and my child stay in. The quality of my mental state has been improved so much thanks to their support."



### Looking Ahead:

In November 2021, Mayor Fischer signed an ordinance allocating \$89 million in federal American Rescue Plan funding to support the city's plan to address chronic street homelessness and boost affordable housing, including the Safe Outdoor Space initiative on College Street, development of that property for affordable housing units, funding for permanent supportive housing, more affordable housing, as well as down payment assistance and home repair.

# Financials

July 1, 2020 - June 30, 2021

## REVENUE

\$21,368,696	General Fund
\$15,538,115	U.S. Treasury COVID CARES ERAP
\$12,974,616	COVID-19 CARES FUNDS
\$11,292,204	Health & Human Services
\$10,415,745	Housing and Urban Development (HUD)
\$2,080,819	Health & Family Services
\$785,705	Kentuckiana Regional Planning & Development Agency (KIPDA)
\$761,505	Corporation for National and Community Service (CNCS)
\$373,287	Other Grants
\$4,680	Donations

**TOTAL REVENUE: \$75,595,371**

## EXPENDITURES

\$32,457,396	Direct Assistance on Behalf of Clients
\$14,008,784	General Fund Grants to Nonprofits
\$12,974,616	COVID-19 CARES Funds
\$8,608,523	Personnel
\$5,434,034	Federally Funded Grants to Nonprofits
\$1,213,942	Other Contract Services for Clients
\$898,076	Other Administrative Expenses

**TOTAL EXPENDITURES: \$75,595,371**

# Expanding our Reach

Over \$2.9 million in the city's External Agency Funds (EAF) Social Services grants were awarded in FY21 to nonprofit organizations offering programs and services in Louisville/Jefferson County that align with the RCS' mission, strategic goals, and focus areas. These grant programs are funded through the Louisville Metro Government General Fund, and administered by RCS.

# SERVED	SERVICE DESCRIPTION
1,815	Emergency Assistance
102,750	Decreasing Homelessness
9,396	Increasing Household Financial Stability
136,708	Increasing Access to Services for Targeted Populations
8,121	Increasing Access and Participation to Quality Programing for Youth
<b>258,790</b>	<b>Total Number of Clients Served through External Agency Funds</b>

## Learn More:

- ▶ For more info about the city's EAF grants including current and past recipients, visit: [louisvilleky.gov](https://louisvilleky.gov) (Search "EAF")
- ▶ For more information about the Louisville Metro Consolidated Plan, the city's five-year strategic plan for the use of HUD entitlement funds (HOME, CDBG, ESG, and HOPWA), and annual Action Plans, visit: [louisvilleky.gov](https://louisvilleky.gov) (Search "Public Notices, Federal Plans, and Project Compliance")
- ▶ For more information about CSBG Annual Plans, RCS Annual Reports, and Louisville Metro-funded Unsheltered Homeless Initiatives Reports, visit: [louisvilleky.gov](https://louisvilleky.gov) (Search "Plans, Reports and External Funding")



OFFICE OF  
**RESILIENCE AND  
COMMUNITY SERVICES**

**Contact Us:**

Louisville Metro Office of Resilience and Community Services

Central Office: 701 W. Ormsby Ave., Suite 201  
Louisville, KY 40203

(502)574-5050 | [www.louisvilleky.gov/RCS](http://www.louisvilleky.gov/RCS)

**Follow Us:**

@LouMetroRCS



This project is funded, in part, under a contract with the Cabinet for Health and Family Services with funds from the Community Services Block Grant Act and Title III-C of the Older Americans Act of the U.S. Department of Health and Human Services.