

**City of Manhattan
Social Services Advisory Board
Annual Report to the City Commission
February 1, 2017**

Social Services Advisory Board (SSAB) Members

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The Social Services Advisory Board conducted fall site visits in October and prepared individual reports on the ten agencies/programs that received City funds in 2016. We have reviewed the agencies' reports and are satisfied that City funds are being spent appropriately. Also attached in the first addendum are the poverty guidelines, which are referenced through many of the agency narratives below. The agencies, without exception, are well run by effective leadership, and all agencies serve the citizens of Manhattan well.

As last year, the SSAB would like to highlight to the City Commission the potential of state funding, as well as federal funding, shortfalls that would have a direct impact on Manhattan citizens if not replaced. The SSAB is monitoring the state and federal fiscal situation as it develops for 2017 and will keep the City Commission informed of any significant impacts to our Social Service processes and support systems. For example, CASA and The Crisis Center rely on funding support from the State Attorney General and reductions or loss of these funds have the potential of impacting the CASA Sunflower Bridge Child Exchange and Visitation Center (a safe place for children to visit non-residential parents or to be exchanged for unsupervised visits) and the current Riley County Police Response Advocate Program.

In addition to the unstable funding streams from state and federal sources, Manhattan Social Service Programs are being challenged by increased workload and need. For example, Shepard's Crossing saw a significant increase in the number of requests for rental assistance as well as increased landlord fiscal penalties for late payments. This increased work load could be attributed to the 1-3% per year increase in the local population, but the social service workload seems to be growing faster than the 1-3% increase of standard distribution of incomes would indicate. People are coming to Manhattan because of the good economy and the potential of jobs. Most of the jobs available are at the lower end of the wage scale. With the quality of life, recent sales tax increase and increasing property taxes, the cost of living in Manhattan will continue to rise. These changes will directly impact rental costs and food costs. The trend that may be developing is that the increase in population is skewed to the mid-to-low income level being challenged by an increasingly high cost of living thereby increasing the volume of social service assistance.

SSAB assures the Commission that agencies do not rely wholly on city money to function. They are aggressive in seeking grants, pursuing donations, and hosting fund raising events. Federal, State and local grants are designated funds and can be used only for specific identified purposes. These funds cannot be held in reserve or saved for future use. Grants must be used for their designated purpose or returned. Grants are also reimbursement-type grants, in that the money is spent first, then the agency is reimbursed. This fact also emphasizes the importance of City funds to these agencies – without the undesignated funds from the City, these agencies would be unable to sign the contracts required for receiving Grants. Also, these Grants run on a variety of fiscal years, and approval is unpredictable so no agency can be assured that grants will be received or renewed. To receive these grants or matching funds, agencies must demonstrate that they have stable and reliable funding sources, and donations do not meet these requirements (in amounts or timing).

SSAB also wishes to point out to the Commission that the funds provided by the City often create a ripple effect of prevention and an increase in potential productive citizens:

- Helping one infant, teen, or adult also helps the extended family, employers, teachers, and neighborhoods.
- Funds provided by the city are also an investment in prevention.

- Money that the City invests in social services often comes back into the community in the form of purchases of necessary goods, services, and rent, as well as helping to reduce additional burdens on core city services (such as law enforcement and emergency medical services) by helping to decrease violent crimes and repeated offenders.
- Many families receive services only once or for a short while, helping to prevent further future need or more long-term services.
- Statistics show that for every \$1.00 a city invests in prevention, it is approximately \$9.00 saved.
- The savings increase substantially when considering indirect City benefits such as increased wages, tax income, stronger and healthier families, and decreases in poverty, vandalism, juvenile delinquencies, and addiction costs.
- Employees of these agencies are also consumers and active members in our community.
- The City also benefits from additional monies brought in through outside grants and funds.

Big Brothers/ Big Sisters

The mission of Kansas Big Brothers Big Sisters (KSBBBS) serving Riley County is to provide children facing adversity with strong and enduring, professionally supported one-to-one relationships that change their lives for the better, forever. KSBBBS operates as one 501c3, serving 96 Kansas counties, grouped into 8 areas under a shared services model. State level services have been centralized including Technology, Finance, Fund Development/Marketing, and Human Resources. Each Area is then assigned an Area Manager/Director who is also shared with surrounding counties within the area. The Area Manager/Director is responsible for fundraising and recruitment of mentors, in addition to being responsible for program implementation and quality assurance.

After 4 months of being unstaffed, in September of 2016, Tara Claussen was hired as the Area Manager for Area 3 located in Manhattan and providing service for Riley and the following counties: Clay, Cloud, Ellsworth, Geary, Jewell, Lincoln, Marshall, Mitchell, Ottawa, Pottawatomie, Republic, Wabaunsee and Washington. In addition to new leadership for our area, we have also hired two new Matching Support Specialists, Jenna Crusinberry and Shayla Wassenberg, who started in mid-August of 2016. Both Jenna and Shayla have worked diligently to engage with current children both matched and unmatched and also volunteers. We also have support in our office from an AmeriCorps Vista member, Torrie Foster who provides support for our social media, marketing efforts and volunteer recruitment. Although we are a program with 4 new staff members with less than 6 months tenure in 2016, we have made it our priority to begin creating a foundation for strong support for our children in the community. Our immediate focus and strategic plan includes providing quality support for current matches in our area and focusing on the unmatched children currently enrolled in the program. In 2017, we will focus on rebuilding our services with site based programs and continue to grow or community based programs.

Although 2016 continued to be a year of transition for KSBBBS, in the last few months of the year we were able to achieve some wonderful milestones. Matched children in our program were able to attend events at the Flint Hills Discovery Center, approximately 40, both match and unmatched attended a basketball clinic at the Ice Family Basketball Facility at KSU, hosted by Coach Weber and the Men's Basketball team. We also participated in the GMCF Young Trustee's Letter to Santa Campaign. We were also able to have a Big for A Day event with Hope Ranch, where 10 of our unmatched children were able to spend some time with a volunteer, learn more about horses and take a horseback ride. We are looking forward to many more activities and opportunities to engage within the community to build strong and lasting relationships for our children throughout 2017.

KSBBBS serving Riley County appreciates the continued support provided by SSAB. Loss of SSAB funds would have a significant impact on the agency. We hope that we can continue this partnership in the years to come and look forward to the increased number of youth that we will be able to serve in the Riley County community through SSAB funds.

SSAB Allocation as % of Budget	Grants Received	Fundraisers
18%	City of Manhattan- Special Alcohol KONZA United Way Greater Manhattan Community Foundation- YES! Fund Kansas Department of Corrections- Juvenile Services Prevention Funding	Bowl for Kids' Sake Grow Green

Boys and Girls Club

The Boys & Girls Club of Manhattan is providing many necessary resources. These programs are vast and wide, and are designed to meet the needs of elementary thru high school students. The Boys & Girls Club considers the programs proactive and is geared toward academic success, healthy lifestyles and good character & citizenship for all members.

The Club provides a safe and secure place for young people to go before, after school and during the summer, while parents and other caregivers are working. Research shows that parents who have a safe place for their children are more likely to stay employed and are more productive during the work day. Children who are left unattended after school are increasingly more likely to become involved in illegal activities.

SSAB funding supports The Club Teen Programs and Summer Scholarships. Both provide healthy, educational, and constructive activities for teens and youth. If SSAB funding was to end, the Club would lose state matching grants and would mean a loss of both staff and programs.

SSAB Allocation as % of Budget	Grants Received	Fundraisers
2.2%	KS Dept. of Education / 21 st Century KS Dept. of Education / Project Learn KS Dept. of Education / Middle Schools United Way YES! Fund Special Alcohol	Casino Night & Auction Funding for the Future Campaign Little Apple Duck Dash

Crisis Center

City of Manhattan funds provide cores services to victims of sexual and domestic violence. These services include 24-hour crisis hotlines, 24-hour crisis intervention, advocacy, case management, supportive counseling, and safe shelter. During 2016, the Crisis Center provided 6,462 nights of safe shelter to victims of domestic violence and their children. Advocates answered 1,958 calls to crisis hotlines. Police Response Advocates responded to domestic violence calls with the Riley County Police Department on 738 occasions. Volunteers provided 13,044 hours of service.

City of Manhattan grant funds are invaluable to the Center. The substantial, renewable base funding from the City helps the Center leverage state and federal funds. State and federal grant funding is increasingly unpredictable in terms both of amount and timing, and City funding helps fill gaps in that funding.

SSAB Allocation as % of Budget	Grants Received	Fundraisers
4.49%	Emergency Solutions Grant Program* Federal Emergency Management Assistance* Family Violence Prevention and Services Act* Protection from Abuse** Violence against Women Act* Victims of Crime Act* State General Fund** United Ways and Combined Federal Campaign Memorial Hospital Association Greater Manhattan Community Foundation Peine Foundation	Annual Holiday Mailing

* federal

** state

Homecare & Hospice

The Healthcare Attendant Program serves individuals with SSAB dollars who are physically impaired, developmentally disabled and/or 60 years of age or older with physical limitations and in need of support with a wide range of daily living activities, including but not limited to; personal care, shopping, meal preparation, and homemaking duties. The program helps clients remain in their own homes rather than being placed in a facility, e.g. retirement/nursing homes. Average nursing home costs for high-level need of care is around \$7,000 per month. Homecare & Hospice is the only Agency provider in Riley County of Older American Act and is the only provider of Medicaid services. It is worth noting that many of the clients have been elderly veterans. This successful program depends on SSAB funding. The loss of funding would mean a lack of services, consequently resulting in more people going to nursing homes, provided there is a space available. This program benefits the community by helping individuals remain in their own homes where they contribute by purchasing goods and services.

SSAB Allocation as % of Budget	Grants Received	Fundraisers
2.6%	Riley County Council on Aging College Avenue Methodist Church Youth Group	Fundraising is completed by the Foundation.

K-State Center for Child Development

The Center for Child Development provides quality care and education to children of K-State and Manhattan families. In order to make this quality care available to parents who cannot afford it, the Center provides subsidies to parents who fall within 200% of poverty or lower. K-State Center for Child Development provides childcare for families with parent(s) who have employment within the city of Manhattan and who live within in center of Manhattan. Funding from SSAB provides subsidies to

working parents of infants and toddlers as the priority enrollment and care of preschool children whose parents work within the City of Manhattan. Sometimes, these parents who work in the city of Manhattan, are not receiving any scholarships because they are on the waiting list to receive help from other programs and are needing additional help in paying childcare tuition. Often this subsidy allows them to start work and trust their child is in a loving, quality learning program.

The Center for Child Development has worked hard to secure funds from 7 community partners to help with the growing community need for quality child care. Besides SSAB, other partners include K-State, DCF, Child Care Aware of KS, KCCTO (KS Child Care Training Opportunity), and others. Some grants require that the Center show local matching funds (ie: SSAB). The Center has also forged a strong partnership with Ft. Riley who helps subsidize eligible military families who choose to place their children in Manhattan where the families live. The center does not use parent tuition money to pay for teacher resources and training. These expenses are paid for by other partners, fundraising and grants.

Some families only need a few months of these subsidies to bridge a gap between jobs and from having moved to Manhattan. Without these subsidies, parents who want to work and contribute to the Manhattan economy could not because quality affordable care for their children would be out of reach.

SSAB Allocation as % of Budget	Grants Received	Fundraisers
1.9%	Child Care Aware Gardening for Kids Grant Child & Adult Care Food Program Greater Manhattan Community Foundation CCAMPIS	Book sales KS Butterbraid Bread Sale Papa Murphy's Savings Card Freddy Frozen Custard Night All University Campaign

Kansas Legal Services

Kansas Legal Services uses SSAB funds to provide equal access to justice to persons who cannot afford to hire a lawyer in general civil legal matters where the individual's economic stability, housing and/or family relationships are at risk. SSAB funds are never used for criminal cases or for civil cases where a private attorney is available and/or willing to take on the issue. KLS has progressively focused its advocacy efforts on special needs groups such as victims of domestic violence, children, the homeless, the elderly, and individuals with disabling conditions. KLS assists low income persons in resolving legal issues that are barriers to basic needs and strives to help individuals become more economically self-sufficient by using the courts to obtain protections and benefits the individual is entitled to.

Before accepting a case, KLS staff verifies income eligibility and the probability of a positive impact for the individual and the community. It is clear that SSAB funds are being used for the economic good of the client and the larger community. As clients justly receive their benefits through the help of KLS, many dollars are brought into the Manhattan community each year (several of these awards are annualized and continue for several years). When an individual is helped and their personal economy and family relationships are stabilized they are better able to support themselves and their family; this strengthens the community and raises the standard of living for everyone.

The absence of SSAB funds will result in fewer low and mid-income individuals gaining access to legal services that enable them to access or protect their economic resources.

SSAB Allocation as % of Budget	Grants Received	Fundraisers
9.5%	Legal Services Corporation KBA IOTLA Area Agency on Aging KONZA United Way Geary County United Way Access to Justice Independence Charitable Trust Kansas Governor’s Grant Program (KGGP) under the Federal Victims of Crime Act (VOCA) City of Manhattan CDBG	Conducted on a statewide level; donation campaign is sent to all lawyers in the state requesting monetary donations and pro-bono services.

Manhattan Emergency Shelter

Manhattan Emergency Shelter, Inc. (MESI) utilized all of its 2016 SSAB funds to cover night staff salaries, payroll taxes, insurance, and a variety of facility operating expenses. Night staffing is required in order to provide safe and secure shelter 24-hours per day. Many of the check-in's and referrals from RCPD and Highway Patrol occur at night or during other non-traditional business hours. Two night staff employees are vital to maintain the integrity of the shelter and safety of its residents.

The staff members at MESI, though adequate, have a heavy workload. Since salaries are limited, retaining quality employees is secured by MESI's flexibility in such matters as allowing staff members to stay home with a sick child or attend a school-day program. With a staff of highly motivated and caring employees and the effective use of volunteers, MESI has developed a positive program that supports and encourages residents to become contributing members of the Manhattan community.

Due to the diverse nature of MESI’s clientele, MESI closely works with other social service agencies including Crisis Center, Pawnee Mental Health, Department of Children and Families, Boys and Girls Club, Flint Hills Bread Basket, Manhattan Housing Authority, and many more. Case managers at MESI also have a good, working relationship with the school districts, hospital, and police department. These relationships and networking of services have proven beneficial to the community, as well as provide support and services to MESI’s clients and Manhattan residents. In spite of heavy workloads, MESI was able to fund raise over \$60,000 with the help of dedicated volunteer committee members.

In addition to providing emergency shelter services, housing programs disburse over \$500,000 in Federal grant funding into the community each year. Unfortunately, these grants do not help fund the emergency shelter, but require the shelter to be in operation. Thus, the Caroline Peine Transitional Shelter not only provides emergency housing to the literately homeless, but also acts as a hub for multiple housing programs in the area. MESI staff pride themselves on running an efficient yet effective operation. At \$30.29, MESI's cost per bed night is 32.5% lower than the average in Kansas, \$44.88.

SSAB Allocation as % of Budget	Grants Received	Fundraisers
7.2%	Emergency Solutions Grant Kansas Career Work Study Caroline Peine Foundation Emergency Food and Shelter Program Riley County Special Alcohol United Way Greater Manhattan Community Foundation United Methodist Youth Parking Lot Fund Community Development Block Grant Transition in Place Program Opportunities Program Topeka Community Foundation	Bag Lady Luncheon Annual Holiday Mailing Tip-Off for TP Adopt 'N Ornament GMCF Grow Green Day

Morning Star CRO., Inc.

Morning Star Inc. uses city money to assist one of the most vulnerable populations in Manhattan, those with severe and persistent mental illness. Everyone of our 130 members is a consumer of mental health services, as are all our staff members. Because all of the people who work here have experienced severe mental illness, we can reach people in a different way, one that is without power imbalances. We provide peer support, psycho-social groups, support groups, activities and work individually with people to assist them in attaining recovery. Very importantly, we also reduce costly hospitalizations and incarcerations. (The criminalization of those with mental illness is a human rights crisis). In addition to city funds we receive grants from Kansas Department of Aging and Disability, Caroline Peine Foundation and Pottawatomie Nation. We are working hard, and succeeding, at informing the public and other social service agencies about our organization and mental health issues in general.

SSAB Allocation % Budget	Grants Received	Fundraisers
4%	KDADS Caroline Peine Pottawatomie Nation	Annual Pancake Feed

Shepherd's Crossing

Shepherd's Crossing uses city money to help Manhattan households pay for rent and utilities. These families must be at or below 130% of poverty as defined by the federal government. Rarely does assistance surpass \$300; average assistance in 2016 was \$194.00. Clients can receive assistance only once in a four-month period. Priority is given to clients who have encountered a crisis or financial emergency. In addition to city funds, Shepherd's Crossing receives donations from churches, businesses, individuals, fundraising activities, and grants as identified below. As is the case with all grants, these funds are variable; city funding helps maintain a reliable source of funds. Shepherd's Crossing works closely with other Manhattan social service agencies. Shepherd's Crossing is a well-run agency which

Carefully accounts for SSAB funds and client allocations. No money is ever paid directly to a client. Shepherd’s Crossing is diligent in seeking funding from all available avenues. Many Manhattan citizens, including the working poor, are one small crisis from homelessness or living in a home without utilities.

SSAB Allocation as % of Budget	Grants Received	Fundraisers
11.2%	Greater Manhattan Community Foundation City of Manhattan United Way Memorial Hospital Association Foundation	Sharing with the Shepherd C. Clyde Run/Walk Newsletter Mailings Church Contributions Private, Corporate, and Civic Club Donations

Sunflower CASA Project

CASA (Court Appointed Special Advocates) provides volunteer advocates for abused and neglected children involved in the court system. SSAB funds are used to cover a portion of the CASA Advocate Supervisor Salary as well as administrative costs. CASA trained 12 volunteers in 2016 and certified 14 individuals, with some of those being individuals who trained during 2015 but didn’t have everything necessary to be certified until 2016. During 2016 we had Executive Director turnover, with one person serving in that role from January to April 2016. During her time with CASA she made the decision not to hold a spring 2016 training, resulting in the low number of trained and certified CASA for 2016. During 2016, 64 volunteers advocated for 128 victims of child abuse and neglect. The average is about twelve months till case closure, but can go on for years until a child’s case is resolved. A CASA volunteer is referred to as the “historian” on a child’s case to help ensure that recommended services are actually carried out. CASA has the authority to speak with all persons involved in the child’s case such as, teachers, school social workers, medical personnel, and family members. CASA has put forth much effort for fundraising events that have been successful such as the CASA Comedy Club and Breakfast with Coach Bill Snyder. Very little funds come from Federal sources, mostly from the State, so cuts in funding have been hard and more are anticipated. Sunflower CASA Project, Inc. is also the umbrella agency for three programs; Court-Appointed Special Advocates (CASA), Sunflower Bridge Child Exchange and Visitation Center (CEVC) which uses the center nights and weekends, and Stepping Stones Child Advocacy Center (CAC) which uses the center during the daytime. Funding for this center has recently been cut due to State funds being cut. However, need for service is increasing. Many referrals come from RCPD and the Crisis Center, as well as teachers, school social workers, and parents. These programs work in tandem, providing a safe/neutral environment that helps to prevent further cases of abuse in a child’s world. SSAB money ensures that children, who need one, can have an advocate.

SSAB Allocation as % of Budget	Grants Received	Fundraisers
7.5%	Special Alcohol CDBG United Way State Crime Victim’s Assistance Fund Children’s Justice Act Funds Permanent Families Fund Access Visitation Program State CEVC State Child Advocacy Center	Breakfast with Coach Bill Snyder Direct Mail Comedy Club

	CAC State Fund National CASA Fostering Futures Grant Kansas Health Foundation York Children's Foundation Manhattan Community Foundation Youth Impacting Community IOLTA Grant VOCA Grant	
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Addendum I: Federal Poverty Guidelines

2016 HHS Poverty Guidelines			
Persons in Family	48 Contiguous States and D.C.	Alaska	Hawaii
1	\$11,880	\$14,840	\$13,670
2	16,020	20,020	18,430
3	20,160	25,200	23,190
4	24,300	30,380	27,950
5	28,440	35,560	32,710
6	32,580	40,740	37,470
7	36,730	45,920	42,230
8	40,890	51,120	47,010
For each additional person, add	4,160	5,200	4,780

SOURCE: *Federal Register*, Vol. 81, No. 15, January 25, 2016, pp. 3237