2020 ANNUAL REPORT

empowering people.

ending homelessness.
Update from the CEO

Resilience: “the capacity to recover quickly from difficulties; toughness”

It is in the spirit of resilience that we share highlights of 2020-the year that challenged and changed us all. We began 2020 ready to implement the next phase of our strategic plan. However, just a few months in, the world shut down and the strategic plan quickly was put on hold so we could focus on navigating the challenges before us.

reStart is, and always will be, here to answer the call.

Over the course of the year resilience was demonstrated at levels like we have never seen from both the people we serve and our team members that serve them. We couldn’t close our doors. People needed our help. They needed a safe place to go when they were being told to “stay home”. They needed our assistance now more than ever. Whether it was prevention and rental assistance, street outreach and education or emergency shelter, reStart was there for the growing needs of families across KC.

Stephanie Boyer, CEO
reStart, Inc.
Accomplishments despite the challenges

- Created and maintained a balanced budget.
- Updated financial policies.
- Selected and implemented a new grant management system.
- Implemented a new social media plan.
- Selected and implanted a new case management and data system.
- Maintained all programs and services.
- Hired a building management company and reduced expenses.
- Strengthened Board Governance.
- Recruited new Board Members.
Our 2020 Impact

In 2020, Missouri had 6,527 people homeless on any given night. That’s 10.6 homeless per 10,000 people in the general population.* At reStart, Inc., we are working hard to change this statistic. In 2020:

- Served 63,060 meals and 4,655 sack lunches.
- Placed 535 individuals in permanent housing.
- Diverted 561 people from homelessness.
- Placed 80 families in permanent housing.
- Provided employment services for 82 individuals.
- Provided 167,816 nights of shelter.
- Provided 7,657 hours of case management services.
- Retained 82% of participants housed through our permanent supportive housing program.

*Source: National Alliance to End Homelessness
### 2020 Demographics

**Race**
- African-American: 54%
- Caucasian: 38%
- Multiple races: 4.9%
- Am. Indian/Alaska Native: 0.5%
- Asian/Pacific Islander: 1%
- Other: 1.6%

**Gender**
- Female: 44%
- Male: 54%
- Transgender/Non-Binary: 1.9%
- Unspecified: 0.1%

**Age**
- ages 0-5: 6.6%
- ages 6-11: 7.2%
- ages 12-17: 13.4%
- ages 18-24: 20.6%
- ages 25-34: 13.8%
- ages 35-44: 10.8%
- ages 45-54: 10.3%
- ages 55-61: 9.6%
- ages 62+: 7.7%
At reStart Inc., we provide a spectrum of services to those dealing with poverty and homelessness. Our programs include:

**Youth Emergency Shelter:** This serves as the only shelter for teens ages 12-17 that offers temporary shelter and counseling services for up to 21 days, plus a 24-hour Youth Shelter Hotline.

**Youth Transitional Living:** This program has 8 units for unaccompanied youth (ages 16-21) in Jackson County, 4 units for pregnant and parenting, and 10 apartments in Johnson County, Kansas.

**Youth Street Outreach:** In partnership with Synergy Services and Drumm Farm, we provide outreach to youth (ages 12-21) who are living on the streets throughout the metro area with community-based case management and referrals to shelters, housing, medical care, a 24-hour hotline and other basic needs.

**Youth Rapid Re-Housing:** This program provides temporary rent assistance to young adults ages 18-24 with documented homelessness.

**Youth Drop-In:** This program provides meals, educational presentations, and helps with basic needs for youths ages 12-21 on Thursday nights from 5 p.m. to 8 p.m.
**Family Shelter:** We are able to serve 16 families at a time, the shelter offers stays of up to 90 days. Each room has beds, a refrigerator and microwave, and the floor offers a community kitchen and a family-oriented playroom that was donated by the Kansas City Royals. All families are welcome, regardless of race, age, gender, sexual orientation or marital status.

**Single Adult Emergency Shelter:** The shelter has the capacity to house up to 20 men and 20 women. The shelter serves three meals a day, and has showers (including ADA accessible) and laundry facilities. reStart provides advocacy, guidance, and resources to stabilize these individuals, giving them the necessary tools to move towards self-sufficiency.

**Supportive Services For Veterans Families:** This federal grant-funded program is meant to rapidly re-house homeless veteran families and prevent homelessness for those at imminent risk due to a housing crisis. Among other services, families receive help in obtaining benefits through the U.S. Department of Veteran Affairs (VA).

**Scattered Sites:** Our scattered sites provide 5 housing units for families and 8 units for chronically homeless and disabled individuals.
A New Start: This program provides 21 units of permanent housing in a three-building apartment complex for adults with persistent mental illness and co-occurring substance abuse disorders.

The Vocational Living Center: This program provides permanent housing and supportive services for 12 chronically homeless adults with disabilities.

We also work hard to help our clients leave homelessness behind by offering the following wrap around services:

- Employment counseling
- Mental health services
- Access to medical, dental and vision care
- Family counseling
- Educational opportunities
- Domestic violence and sexual abuse prevention services and assistance
2020 Board of Directors

Mark Basola ......................................................... Enterprise Bank
Barry Rogers .......................................................... American Industrial Group
Donald Hawkins ...................................................... First Boulevard
Leslie Hawes .......................................................... Community Volunteer
Mike Cochran .......................................................... Swiss RE
Thalia Cherry ........................................................... Cherry Co.
Logan Freeman ......................................................... Live Investments
Jenn Shafer ............................................................. Black & Veatch
W. Paige Strack ........................................................ Saint Luke’s Health System
Clay Daniels ............................................................ U.S. Engineering
Isaac Wambua ........................................................ Synergy Business Solutions
Alissa Klein ............................................................ BKD, LLC
Parker Webb ........................................................... Third Space Properties
Joe Garcia ............................................................... Hallmark
Angela Morehead ...................................................... Preserving US, Inc.
reStart realized $6,837,577 in income in 2020.

* Payroll Taxes and Employee Benefits
Looking ahead

As we embark on a new year, we welcome the opportunities to begin new partnerships, strengthen existing ones and work to ensure everyone in our region has a fair and just opportunity to safe, stable housing. During 2021, reStart will be focused on permanent affordable housing solutions and advocating for a city-wide strategic plan to ending homelessness.