Dear Friends of reStart,

I still remember the 2nd day of January in 2019, when I entered the doors at reStart for the first time as its new CEO. I knew that reStart had been serving persons experiencing homelessness for almost 40 years and that it had a reputation in the community for great success in helping hundreds of people every year “restart” their lives; that’s why I joined!

I met so many of our clients, who faced challenges in their lives that most of us can only imagine. When those challenges piled up, they ended up without a home. reStart offered them a place to “restart” their lives; sort thru their challenges and see new opportunities. I also met our amazing staff, who bring a wide range of professional expertise and skills in helping each one of those people who come to our doors to access the resources and services they need to begin building a new life.

And I met so many of you, who understand the challenges faced by those vulnerable populations in our community and who share our mission to offer them the opportunities they need to “restart.” You also share our commitment to inclusiveness and diversity, and we are extremely grateful for your support.

I won’t deny that 2019 was a challenging year for reStart, but thanks to our staff and our friends like you, we have made great strides in re-invigorating our organization and making the changes we needed to grow and improve. We have shared those details in this annual report, and I hope you will take a few minutes to read it and learn what your investment in reStart has helped make possible. And we know that, with your continuing support, we will be able to meet the challenges that arise in 2020 and beyond, and to continue changing lives in our community.

With gratitude,

STEPHANIE BOYER, LMSW
President and Chief Executive Officer
2,855 PEOPLE SERVED

2360 Individuals; 139 Families which make up 495 people

348 were Veterans

593 moved into permanent housing

400 Adults, Youth and Veterans served in Street Outreach
And once a person comes to reStart, they have access to a wide variety of resources and services that help people "restart" their lives and leave homelessness behind: employment counseling, mental health services, access to medical, dental and vision care, family counseling, educational opportunities, domestic violence and sexual abuse prevention and assistance.

Plus we offer specialized case management and services for people with specific needs, such as persons living with HIV/AIDS, teen and young adult parents, persons with disabilities, and more.

**THERE'S MORE...**

- Meals: 65,365 were served
- Diversion Prevention: 1,329 people avoided becoming homeless
- Shelter Nights: 165,922 nights of shelter were provided
- Volunteers: 790 individuals provided 3,000 hours of volunteer service

**COMPLETE SPECTRUM OF SERVICES**

That's just a bird's-eye view of the services reStart provided in 2019.

We provide a complete spectrum of services to those dealing with poverty and homelessness, from street outreach and emergency food and shelter to transitional housing, permanent housing, rapid rehousing and homelessness prevention services. We provide services in 12 different locations throughout the metro area.
2019 was a "rebuilding" year for reStart:

- We began the year with a new CEO, Stephanie Boyer, and a new COO/CFO, Donna Bradford.
- We received a $200,000 challenge grant from a local donor and raised a total of $1.1 M to meet that challenge.
- We revamped our in-kind donations process and Donation Room and expanded our Volunteer Services programs.
- Two of the youth who had been in our Youth Transitional Living Program attended the National Symposium on Solutions to End Youth Homelessness.
- We moved our Housing Solutions Center, which helps prevent people from becoming homeless, to our main office on 9th Street to work more closely with our other services, and moved our administrative offices to the Linwood Place (LAMP) 3210 Michigan Kansas City, MO, which saved significant money for the organization.
- As always, we provided meals and entertainment for all our residents for Halloween, Thanksgiving and Christmas.
- Completed and began implementing New Strategic Plan—THRIVE!
2019 FINANCIAL REVIEW

REVENUE

71.3% OF THE COMPANY’S INCOME

reStart realized $6,695,423 in income in 2019.

71.3% came from Indirect Public Support such as United Way; VA income, Federal Government Grants, State and Local grants.

18.2% of restart’s income came from Foundations.

Finally, 6.8% came from other income such as the sale of the cell tower on our building.

EXPENSES

51.3% OF THE COMPANY’S EXPENSES

Salaries and Fringe accounted for 51.3% of reStart’s expenses in 2019.

The majority of this represents salaries with a direct line to client services such as case managers, security and therapists.

The rest of the company expense; 48.67% was spent on client assistance.

In closing, our final total budget percentages were 91%, 7%, 2% for programs, admin and fundraising respectively.