



CROSS • LINES
COMMUNITY OUTREACH, INC.



2022 Impact Report

**Building
Generations
of Hope**



Celebrating our Strengths & Preparing for the Future

Dear friend,

On behalf of Cross-Lines Community Outreach, I would like to extend my sincerest thanks and gratitude for your support of our organization. Your contribution has gone a long way in helping us to provide vital services and support to those in need in the Wyandotte County community.

I want to highlight some of the incredible work that your donation has helped us to achieve in the past year. In 2022, Cross-Lines Community Outreach paid over **\$470,000 in rent and utility bills** for our clients, ensuring that those in need are able to maintain stable housing and access essential utilities. We are also proud to report that the **Community Market had over 12,200 visits** in the same period, providing individuals and families access to fresh produce, household items, and other basic necessities. **In total, in 2022, Cross-Lines distributed \$1.2 million worth of food within our community.**

With your generous donations, we continue our mission of alleviating poverty and promoting self-sufficiency within our community. Your gifts continue to provide food, housing assistance, and life-saving services to those who are struggling to make ends meet.

At Cross-Lines, we are committed to providing compassionate and dignified services to our clients, and your support is instrumental in helping us to achieve this goal. **We could not do what we do without the support of donors like you, and we are deeply grateful for your kindness and generosity.**

Thank you again for your support of Cross-Lines. Your donation truly makes a difference in the lives of those we serve.

With gratitude,



Susila Jones
Executive Director



Cross-Lines was established in 1963 by a group of inter-faith leaders as a place of hope in our community

Our Mission: to provide people in the Kansas City area affected by poverty with services and opportunities that encourage self-confidence, meet the needs of today, and provide tools for future self-sufficiency

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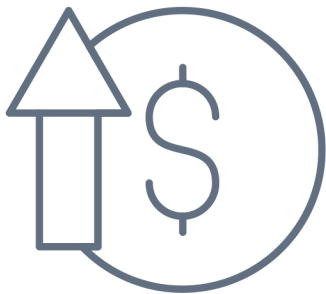
Jack Podoll

Increasing Challenges & Rising Need



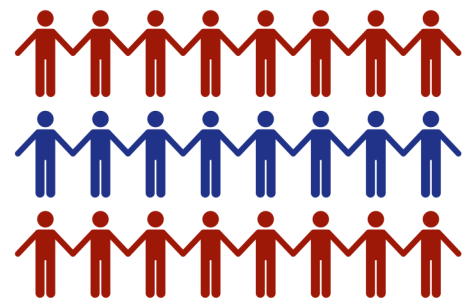
The median cost of rent is up 13% in the Kansas City area since July 2021. In certain ZIP codes, the median rent price is up by 42%. The average rent for a two-bedroom apartment in Wyandotte County is \$1100 monthly. A person working a full-time minimum wage job brings home approximately \$850 per month.

In 2022, food was 10.6% more expensive, with grocery prices rising 12% and menu prices jumping 8.5%, according to the Bureau of Labor Statistics. In that same period, overall inflation rose 7.1%.



Rising inflation has impacted the price of housing, food, energy, and transportation. In 2022, inflation cost the average Kansas household \$725 more per month than in 2020.

32% of children in Wyandotte County live in a household experiencing poverty and food insecurity. Nearly one-third of the children in our community report that access to food in their homes is often limited.



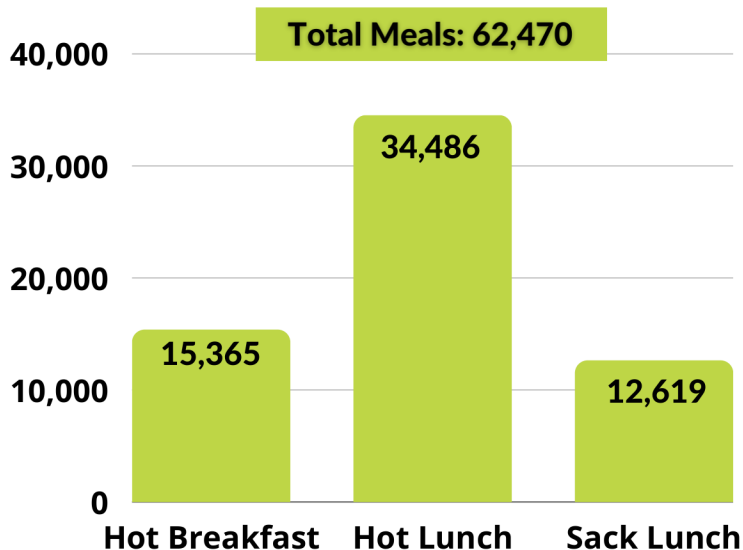
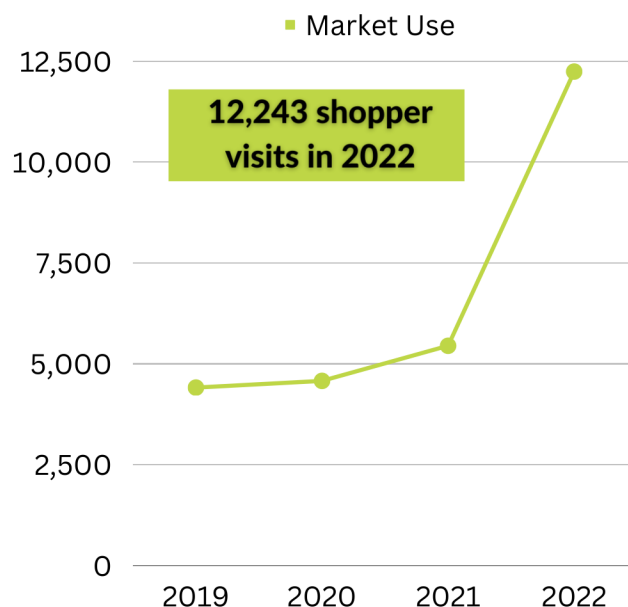
"Have you been to the grocery store lately? It just seems like I can afford less and less every time I go. I'm working extra hours just to feed my kids, and it's still not enough."

-Nate, 36, father of two

Hunger Relief

Cross-Lines Hunger Relief Programs are a vital resource for individuals and families at risk of hunger in Wyandotte County. Use of the Community Market rose dramatically during 2022, directly pointing to evidence of increasing need in our community and the effectiveness of the dignified approach of the Market's operations.

In addition to The Market, Cross-Lines' Community Kitchen serves hot breakfasts, hot lunches, and provides sack lunches (to-go) to the community five days per week. Any person needing a meal can find one at Cross-Lines, Monday-Friday. **Because of the kindness of our community and volunteers, we can ensure thousands in need receive food when they may otherwise go hungry.**



Consider Lisa's story: A single mother of three, Lisa had been struggling to find steady work and rising grocery prices made it difficult to keep dinner on the table after paying rent and utility bills. Lisa had never reached out to anyone for help with food and felt ashamed to start now.

But when Lisa entered our Community Market, she was welcomed with respect and dignity. Lisa was able to choose the foods her kids would eat. She filled her cart with fresh produce, dairy, and meat. She picked up toothpaste, deodorant, and body wash. Thanks to donors like you, Lisa can feed her children healthy meals and live a little less stressed at the end of a tight month.



"It's not just food. It's a promise that I can still feed my children when the bills pile up. I know I can come here and get help when I need it."

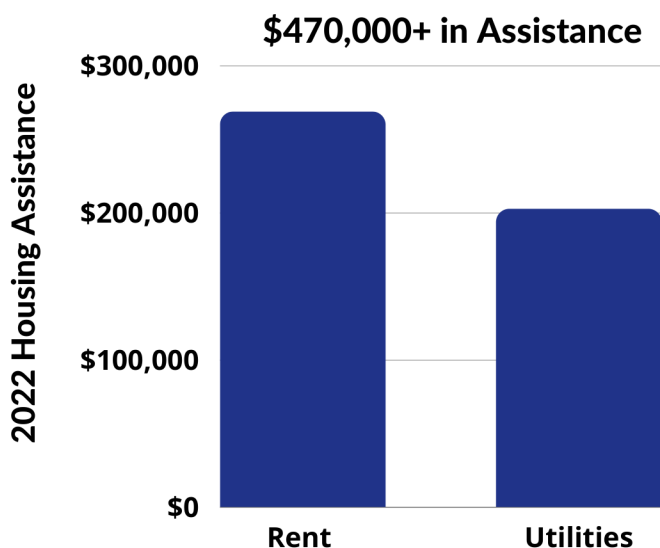
-Lisa, 34, mother of three

Housing Stabilization

Homelessness and lack of affordable housing are incredible barriers to those struggling in Wyandotte County. Cross-Lines' Housing Team seeks to provide pathways to safe housing for those experiencing homelessness, who are precariously housed, or having trouble keeping up with expenses. Our case managers focus on finding the right supports for our clients, often focusing on physical and mental health supports and problem-solving for long-term financial stability.

2022 was another year of substantially increasing need in our community. With most federal COVID-era assistance programs ending, more people than ever before turned to Cross-Lines for help. **Because of your support, the Cross-Lines Housing team was able to assist in paying over 800 rent and utility bills and connecting 150 households to permanent housing. You helped keep people from falling through the cracks. You ensured one late rent payment or utility bill didn't lead to homelessness for hundreds of families. You helped a family recover from a medical crisis, a sudden job loss, or a car breakdown.**

Your support helped hundreds of people avoid catastrophes and carry on knowing someone truly cared.



Homeless Outreach

- 400 Persons experiencing homelessness received ongoing support
- 1,200 contacts or interactions with persons experiencing homelessness
- **150 Households connected to permanent housing**

Benefits Enrollment

Enrolling for government benefits is a complex and arduous process, usually taking 2-3 years. With our help, 10 individuals were able to access their Social Security benefits and **5 people exited homelessness due to benefits enrollment support.**

Nowhere Else To Go: A Family Turned to Cross-Lines

The weather was a sweltering 98 degrees and felt like 103.

A houseless family: two parents, two kids, two dogs, and two birds.

They were evicted from their home and had no other options. No shelter beds available. No hotels accepting pets. It was Friday evening. They turned to Cross-Lines and our team.

Cross-Lines was overwhelmed with how our team and our community came together to respond to these complex challenges. A partner organization coordinated temporary shelter at a local hotel. Another helped start the ball rolling for a long-term housing solution for the family. A Cross-Lines staff member temporarily cared for the dogs; Another took the birds.

Today the family remains stably housed.

"In addition to long-term solutions, we MUST find immediate solutions for the increasing homeless crisis in our community. We have rarely come across children on the streets until last summer. Lack of action NOW is inexcusable, negligent, and reprehensible. This work is too important."

-Rob Santel LMSW, Director of Programs



They Turned to Us: More Client Stories

- An extended family of 12 people who recently arrived from Venezuela. They received food from the Market and connection to a partner organization for furniture.
- A formerly incarcerated senior man living on a friend's couch. We helped him access secure housing, social security benefits, and Medicaid.
- A veteran living in his van. Through the daytime warming center, we helped him access social security benefits. Because of this support, he now has stable housing.

- A 19 year old woman, fleeing domestic violence. Cross-Lines helped her connect to a domestic violence shelter and safety resources.
- A near-deaf resident of a local retirement center. Cross-Lines referred him to an audiologist through KC Medicine cabinet. He received new hearing aids and an improved quality of life.
- A single mother who suddenly lost her vehicle to disrepair and subsequently, her job. We connected her with emergency housing, food, and a pathway back to safety for her children.

Community Collaboration

Cold Weather Services: Along with many partner agencies, Cross-Lines led the KCK Cold Weather Shelter operation in 2022. This collaborative effort provided *life-saving refuge* to those experiencing homelessness in Wyandotte County during the coldest of nights. Our unhoused neighbors were welcomed to the shelter each night the temperature fell below 25 degrees. They were provided a hot meal, safe storage for their belongings, a private tent and bed to sleep in, and access to connections to wrap-around support services. **As Wyandotte County has no permanent homeless shelter, the KCK Cold Weather Shelter fills a dangerous gap, catching the most vulnerable and helping them avoid the most lethal outcomes that frigid weather can bring.** We know that people die on the streets without safe and reliable shelter, especially when extreme weather becomes a factor.

Homeless Street Outreach: Every week, Cross-Lines, the KCK Police Department, and community partners from the Wyandot Behavioral Health Network join together to go out into the community to meet our unhoused neighbors where they are. Street outreach workers lend an ear to those experiencing homelessness, offer connections to supportive services, and ensure those individuals know that there are still people in the world who care for them, regardless of their current situation or past. **By meeting people where they are, we are able to build a trusting relationship with them and bring them more quickly into supportive services.**

Shelter Impact:

Married and unhoused couple, Brent and Diana, stayed at the shelter on a freezing night when they had nowhere else to turn. They were provided safe shelter, a place to rest together, food, and *connection to supportive housing*. With our help, they are permanently housed today and are working to reunite with their children. Your support made this outcome possible.
You have saved lives.

Outreach Impact:

In late 2022, Marcos was an elderly and disabled immigrant living on the street and dealing with multiple medical ailments and was the victim of ongoing predatory behavior. Through outreach, we helped Marcus attain medical care, his government benefits card, and permanent housing.
Your support saved his life.

Not all Heroes Wear Capes

An Incredible Year of Volunteers



“At the end of the day it’s not about what you have or even what you’ve accomplished... it’s about who you’ve lifted up, who you’ve made better. It’s about what you’ve given back.”

– D. Washington

We see this sentiment in action every day at Cross-Lines because of the kindness and generosity of our volunteers. From cooking and serving in the kitchen to stocking, organizing, and running the Market, our volunteers are indeed our most vital resource. You ARE the reason Cross-Lines is able to provide our life saving programs. In 2022:



\$449,250 worth of
volunteer labor



15,609 hours
volunteered in the
Market and Kitchen



1,933 people dedicated
time to Cross-Lines



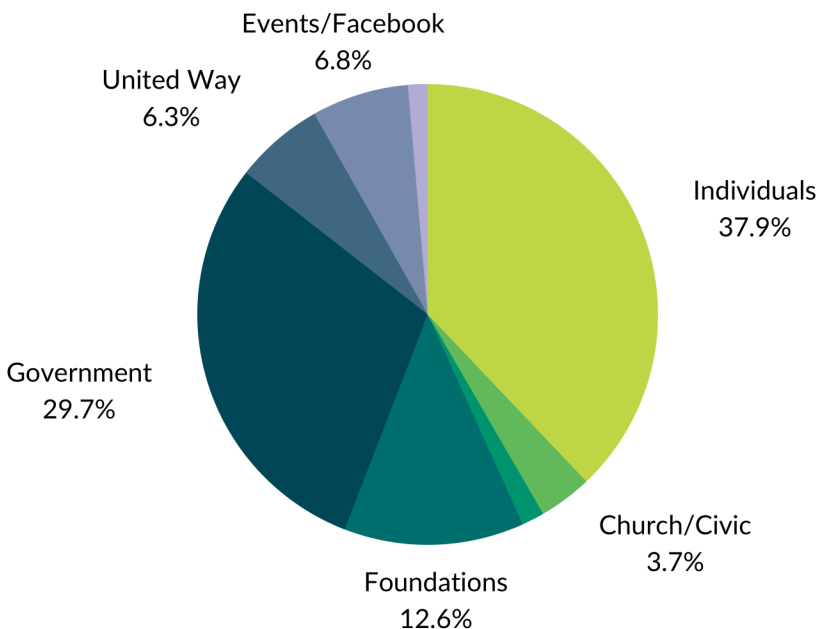
Not only do our volunteers spread kindness daily at Cross-Lines, but you also give us hope for a better future. A future where no one struggles to pay their bills or feed their families. Volunteers of all ages, ethnicities, and backgrounds gave back to Cross-Lines and our community in 2022.

We are incredibly grateful for such a generous and diverse community of heroes.

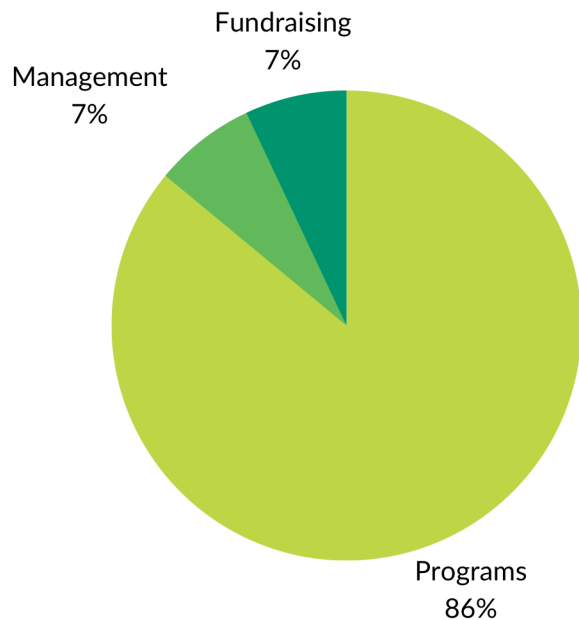
We hope to welcome even more new volunteers in 2023 and look forward to welcoming all those returning to continue the long legacy of hope at Cross-Lines.

2022 BY THE NUMBERS

2022 Revenue: \$2,660,889*



2022 Expenditures: \$2,602,544*



**Unaudited Financials*

WHAT WE ACCOMPLISHED TOGETHER



COMMUNITY KITCHEN
62,470 meals



RENT AND UTILITY ASSISTANCE
800+ bills paid



COMMUNITY MARKET
12,243 visits



KC MEDICINE CABINET
207 people



MONTHLY COMMODITIES
1,100 seniors



BASIC NEEDS
2,862 showers



COMMUNITY ENGAGEMENT
1,933 volunteers



TIME VOLUNTEERED
15,609 hours



www.cross-lines.org



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secure donation

