



# CROSS • LINES

COMMUNITY OUTREACH, INC.

2021-2022  
Impact Report

# We Are Better Together

Dear Friend,

I am excited to share with you the Cross-Lines 2021-2022 Impact Report. In this report, you will find details about our current programs and the outstanding work we have accomplished because of your generous monetary support, volunteer hours, and enthusiastic promotion of Cross-Lines.

I want to draw your attention to "**Who We Helped**". These are real stories from our amazing Cross-Lines case managers that illustrate the barriers faced by real people that came to Cross-Lines for help. Cross-Lines serves as a safety net to these individuals and so many others.

**With your help, we have changed so many lives!**

As we embark on the second half of 2022, it is humbling to look back over the past few years and see all we have accomplished. Thousands of people in our community have received rent and utility assistance, food and basic necessities, and connections to numerous community supports. Through our Homeless Outreach efforts, many houseless individuals have found permanent housing solutions and countless others have been connected to life-saving services including the KCK Cold Weather Shelter.

Whether you are a supporter, volunteer, community partner, or future friend of Cross-Lines, I want to thank you from the bottom of my heart. **Your support means our work can continue to help our neighbors every day.**

While it is wonderful to reflect on our successes, we must also prepare for the future and meet coming hurdles directly. Many of our neighbors are still falling through the cracks. Families in our community are forced to choose between buying food and paying bills. The number of people experiencing homelessness in our community continues to grow.

As the rate of inflation increases, more families need assistance for food, basic necessities, and housing. Inflation and rising housing costs disproportionately impact low-income families and individuals who already have limited food budgets and are not able to make their dollars stretch.

At the same time, Cross-Lines' food costs for our Community Market and the Community Kitchen are also drastically increasing. In the first four months of 2022, we served 60% more households than we did during the same timeframe in 2021. Additionally, we have spent close to \$90,000 on food alone this year, compared to just over \$23,000 for this time last year.

No contribution is too big or too small, and every dollar of your support helps strengthen our community. I hope you will contribute today to ensure we can continue to fulfill our mission to assist those affected by poverty, as everyone deserves a chance to live a happy and healthy life.

**We can only continue our vital and life-saving work with your support.**

With gratitude,



**Susila Jones**  
Executive Director



# Hunger Relief

Have you ever been given something you didn't want, but were expected to say "thank you", anyway? It doesn't feel great.

Early in 2021, Cross-Lines staff started to reimagine what our Food Pantry program could be like. We did our research. We consulted experts and neighboring organizations. After much deliberation, hard work, and dedication, Cross-Lines brought The Community Market to the public in July, welcoming shoppers to choose for themselves what they needed.

The Community Market is a deliberate shift away from a traditional food pantry to a more inclusive, respectful program where clients are now shoppers, empowered to choose the items they most need and most prefer. The Market increases access to healthy foods such as fresh produce, eggs, and dairy as well as offering a dignified and culturally inclusive experience.

Our market is open to anyone in need who resides in Wyandotte County. The Market has received overwhelming praise from the surrounding community and is making a difference for thousands of people.

**"It's been a life saver for us. When I have to choose between food and gas to get to work, I know I can come here and get some help" -John, 56**

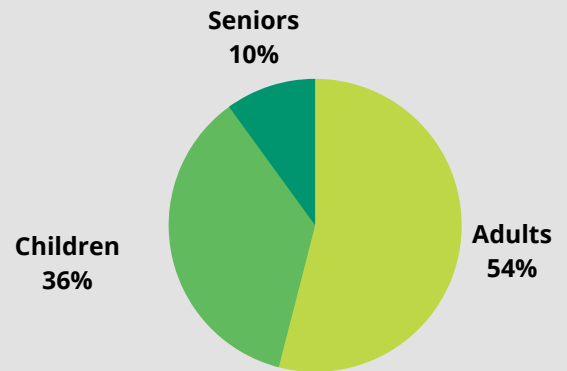
As food prices continue to rise, The Community Market has become a lifeline for many who are struggling to keep fresh and healthy food on their plates.



In addition to the 27,406 people served by The Market, our Community Kitchen served nearly 61,000 meals in 2021; all free of charge, no strings attached. Cross-Lines has always been and will always be a place to find a healthy meal, a helping hand, and a welcoming face.



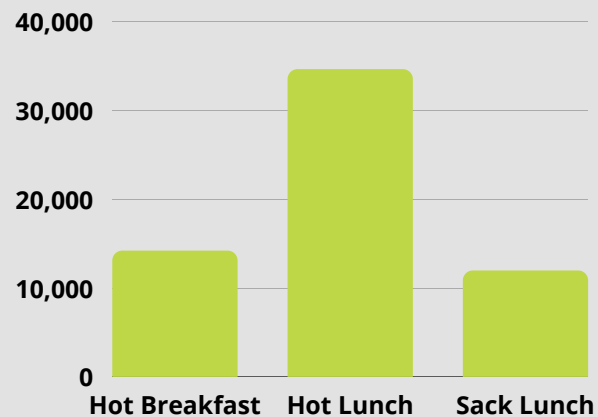
## COMMUNITY MARKET



**27,406**

people served from 7,185 households

## COMMUNITY KITCHEN



**60,772**  
meals served

# Housing Stabilization



When a person comes to Cross-Lines for help, we know it is a tough day for them. Most of the people we serve never expected to be in the position to need our help. Everyone we help deserves to access assistance with respect and wrap-around support.

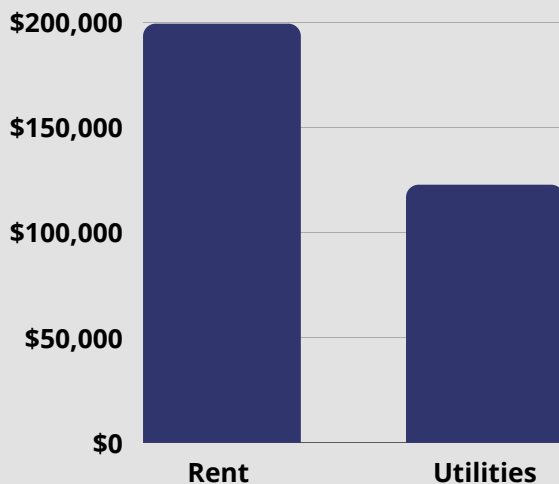
Because we believe that everyone deserves the chance to live a safe and healthy life, Cross-Lines Housing Stabilization services operate across a broad spectrum of housing security. Whether a person is currently experiencing homelessness, precariously housed, or having trouble keeping up with expenses, we work with them to find the right supports and provide immediate relief for the presenting need. Our case managers also focus on the health and well-being of those we serve as well as their long-term financial stability. We assist through advocacy and problem-solving on the individual and community levels.

In 2021, we saw an overall increase in demand for those seeking housing support and the complexity of needs of those seeking help in our community.

Cross-Lines has faced this challenge head-on by expanding programs, truly providing a safety net for some of the most vulnerable in our community.



## TOTAL HOUSING ASSISTANCE



*With demand soaring, Cross-Lines was able to provide more assistance than ever before. Our data again show that communities of color are disproportionately affected by struggles associated with poverty.*



## WHO WE HELPED

- A single mom of two kids, one with severe medical needs, who relocated to Kansas City after losing her employment and housing due to the pandemic. After going from place to place, she was able to find a place on her own.
- A family who came from Honduras and was at risk of getting evicted after the father lost hours at work and the mom was at a high-risk stage of pregnancy. They were able to stabilize their financial situation after getting financial support.
- A single dad with two kids who left an abusive relationship, staying in a friend's garage, who was able to find stable housing and has maintained employment.
- A veteran with significant mental health challenges we met through the cold weather shelter that now has housing and is connected to community behavioral health after falling through the cracks of other programs.
- An ailing senior who showed up on our campus, frail and malnourished, is now in a nursing facility.

# KCK Cold Weather Overnight Shelter

Winter 2021-2022

Sleeping on the street is never safe. Sleeping on the street when temperatures fall below freezing is deadly.

Together with many partner agencies, Cross-Lines opened and operated the KCK Cold Weather Shelter this past winter. The shelter welcomed unhoused guests on the 38 nights that the temperature fell below 25 degrees.

Welcomed into our shelter each freezing night (in a building owned by the Unified Government), individuals received a warm meal, could access medical services such as COVID-19 testing and vaccinations and were provided a private space to sleep and store their belongings, safe from brutal winter weather. The shelter ceased operations as planned when the weather warmed with the season.

Wyandotte County does not currently have a permanent overnight shelter location. Our unhoused population has nowhere to turn in dire situations like extreme weather, illness, or injury. Cross-Lines is dedicated to working with the community to find long-term solutions for those experiencing homelessness in Wyandotte County.

## Community Partners

The overnight shelter project was successful due to positive partnerships and dedicated volunteers and staff. Cross-Lines recognizes and is grateful for our partners' hard work and dedication to improving the lives of those struggling in our community.

### Thank you to:

- KC Dream Center
- Care Beyond the Blvd
- Wyandot Center/
- Kim Wilson Housing
- Our Spot KC
- Wyandotte Angels
- Mt. Carmel Redevelopment
- Metro Lutheran Ministries
- Greater KC Coalition to End Homelessness
- Avenue of Life
- United Way of Greater KC
- Catholic Charities of NEKS
- Vibrant Health
- Bridge of Hope Community Church
- KC United Sports
- Community Health Council
- Unified Government of WYCO
- KCKPD- Community Policing

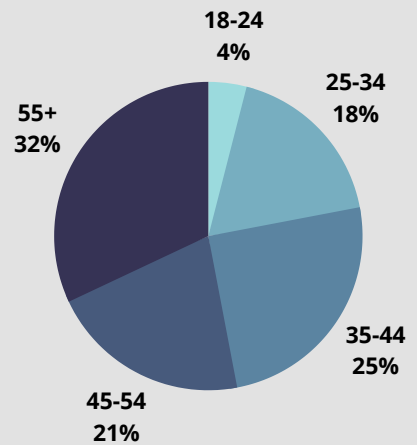
### Meal Providers:

- Bridge of Hope Community Church
- John Deere
- Papa John's
- Suite 1886
- Agra Shield
- Community Members



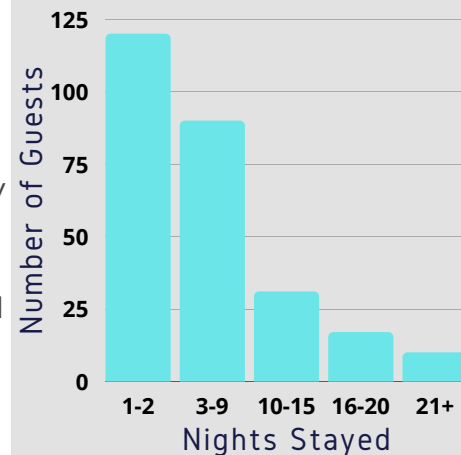
Homelessness disproportionately affects communities of color. While only 13% of the US population is Black, people of color make up far more of the houseless population in Wyandotte County.

## AGE OF GUESTS



Our data show that there has been an increase in homelessness in the over 55 population. Being an unhoused senior is incredibly difficult and can lead to higher chances of injury, illness, isolation, and premature death.

## NIGHT STAY RECURRENCE



## WHY TENTS?

While the shelter operated 38 nights, most guests only used the shelter 1-2 nights, pointing to a high rate of self resolution or connection to supporting services. By utilizing tents within the shelter, our guests were provided a sense of privacy, safety, and the ability to be intentionally separate from others. Providing private space for guests allowed for a more dignified, safe, and humane overnight experience.

# Wyandotte County Community Health Improvement Plan (CHIP)

## Action Teams & Lead Agencies

The Action Teams address the four CHIP priority areas. Lead Agencies are local organizations that coordinate each of the Action Teams. These Agencies were selected based on subject-matter expertise and capacity to lead the work



**Subcommittees** Each Action Team has several Subcommittees dedicated to addressing the specific strategies identified in the CHIP

(Unified Government Public Health Department)

The Wyandotte County Community Health Improvement Plan (CHIP) is a 5-year (2018-2023) collaborative plan designed to address the social determinants of health in four community identified priority areas:

1) Jobs and Education, 2) Health Care Access, 3) Safe and Affordable Housing, and 4) Violence Prevention. The Unified Government Public Health Department (UGPHD) partners with four Lead Agencies, each with expertise in one of the priority areas, to build capacity for the CHIP strategies through the convening and coordination of CHIP Action Teams and Subcommittees.

## Safe and Affordable Housing

As lead agency for the Safe and Affordable Housing priority area, Cross-Lines works with numerous partner agencies and organizations on four strategies.

**WYCO Homeless Response Plan:** Lead by Cross-Lines, various organizations are working to engage community partners and other metro agencies in the development of a Wyandotte County Homelessness Response Plan to support a coordinated community response to homelessness and housing for at-risk populations.

**Community Land Trust:** Spearheaded by Community Housing of Wyandotte County (CHWC), this strategy supports the development of shared equity housing models, specifically cooperative housing and community land trusts (CLT), including continued community education and outreach to support CLT Development.

**Landlord Risk Mitigation Fund:** Exploration of the implementation of a landlord risk mitigation fund to increase utilization of housing vouchers, including engaging with community stakeholders and landlords.

**Tenant & Homeowner Education:** Coordination and support by Groundwork NRG, Livable Neighborhoods, and the UG Health Department of the cross-sharing of resources and information on tenant's rights and responsibilities, home repair, and homeowner assistance programs.

# Volunteers: Cross-Lines Heroes



Care Beyond the Boulevard



Nebraska Furniture Mart



Girl Scouts

Cross-Lines volunteers are truly instrumental to our life-changing work in the community. Whether our volunteers are coming from a faith community, workplace, or civic engagement group, they are always ready to jump in and work hard for us. We welcome groups and individuals from all over the metro to help us stock, clean, and staff our Community Market, serve lunch in our Community Kitchen, and pack boxes for the Commodities program. Seasonally, we welcome volunteers to help with our Garden, Christmas Store, and our annual fundraiser, Gala for Hope. Cross-Lines is a place where people come to make a real difference in the community, and we appreciate their dedication and passion every day!



Sow Right Seeds



Lenexa High Stakes



Script Pro

7,757 hours =  
**465,420**

meaningful moments volunteered in 2021

# 2021 BY THE NUMBERS

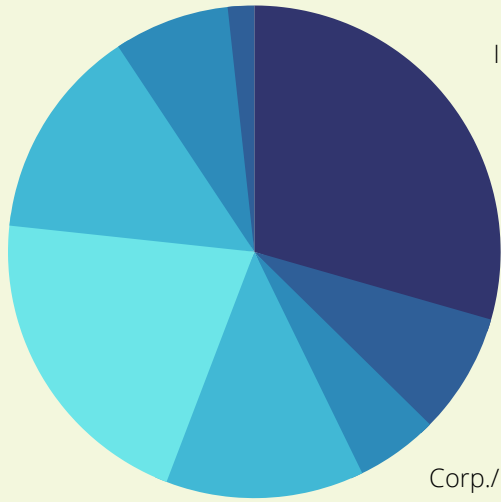
TOTAL BUDGET: \$1.9 million\*

## Income

Events/Facebook  
7.6%

United Way  
14%

Government  
20.9%



Foundations  
13%

Corp./Business  
5.4%

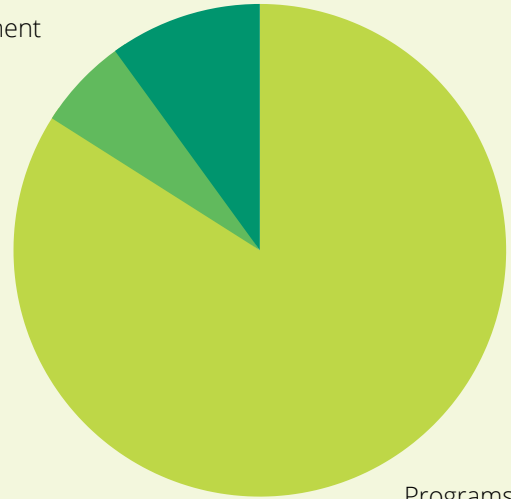
Individuals  
29.4%

Church/Civic  
7.9%

Management  
6%

## Expenses

Fundraising  
10%



Programs  
84%

\*unaudited  
financials

# COMMUNITY IMPACT



### COMMUNITY KITCHEN

60,772 meals



### RENT AND UTILITY ASSISTANCE

317 households



### COMMUNITY MARKET

27,406 people



### KC MEDICINE CABINET

207 people



### MONTHLY COMMODITIES BOXES

1,100 seniors



### BASIC NEEDS

2,555 showers



### COMMUNITY ENGAGEMENT

878 volunteers



### TIME VOLUNTEERED

7,757 hours

#### Board of Directors:

Megan Pierre- Chair

Kristina Belshe-Vice Chair

Jon Gossman- Treasurer

Chris Grenz

Jorge Herrera

Marty Hoeffey

Dr. Desmond Lamb

Jackie Lynn

Bill Magee

Jack Podoll



[www.cross-lines.org](http://www.cross-lines.org)



[/crosslinesk](https://www.facebook.com/crosslinesk)



[@crosslinescommunityoutreach](https://www.instagram.com/crosslinescommunityoutreach)