

*"with God all things are possible." —Matthew 19:26*

METRO  
LUTHERAN  
MINISTRY

METRO LUTHERAN MINISTRY  
ANNUAL REPORT

**Bringing Hope To Metro Kansas City**  
...with your help, MLM is making a difference



*Thanks to volunteers and donors, thousands of metropolitan Kansas Citizens found hope through MLM in 2009. Photos clockwise from upper left include a young visitor to one of MLM's food distributions, volunteers helping with boxes of food, MLM consumer Richard Nash, volunteers helping an elderly woman maintain her home, and (center) scenes from the 2009 MLM Dykman Lecture.*

**F**or thousands of homeless and others in need, Metro Lutheran Ministry is a reason for hope.

Established 38 years ago by area Lutheran congregations, MLM is one of Kansas City's most pioneering service agencies. With innovative and effective programs, MLM ministers to the poor, the elderly and disabled. Stressing practical programs designed to increase self-sufficiency, MLM helps the most needy of our community to maintain independence and begin new lives.

A 501(c)(3) nonprofit social service agency, MLM helps disadvantaged people of all races, religions and nationalities in the urban areas of Jackson, Clay and Platte counties in Missouri and Wyandotte and Johnson counties in Kansas.

MLM uses a comprehensive approach to guide clients toward greater independence and self-reliance. With more than 90 percent of its funding directed to programs and a powerful volunteer force, MLM's outstanding efforts have truly made life better—one life at a time.

*Fiscal Year Ending  
June 30, 2009*

**Metro Lutheran Ministry: With vision, purpose and compassion since 1971.**  
MLM affirms the right of all people to food, clothing and shelter, while promoting self-sufficiency and hope through direct client services and advocacy.

*Metro Lutheran Ministry: Making Life Better...One Life at a Time*

# Community Care

## Community Care Centers

Our three Community Care Centers primarily cover Jackson County, Clay County and Wyandotte County. Each center offers food pantry assistance and emergency rent/utility assistance for families facing eviction or utility shut-off. Case managers also help families and individuals connect with the community resources that best match their specific needs.

MLM assists low-income families and individuals, many who are at-risk of homelessness. We assist them in meeting the challenges of day-to-day living, resolving immediate crisis, and preventing future crises. MLM staff works to align clients to regain control of their situation through life skill and employment training.

MLM is also an advocate for clients in the community, cultivating additional resources and serving as their “voice” within the social and political systems.

In 2008-2009, MLM provided 344,016 meals to feed 28,668 hungry people, gave 7,511 pieces of clothing for 601 individuals, blankets for the cold weather and fans during the summer heat.

MLM Community Care Centers assisted 480 families with utility bills totaling \$135,126 and 366 families with rent/rental deposits and mortgages totaling \$144,947.

MLM Community Care Centers referred more than 3,063 to community resources, job training, and life skill classes.



*A hard-working volunteer from Trinity Lutheran prepared for one of the MLM Food Giveaways. The programs were a new MLM feature in 2009 and met huge demand.*

Volunteers contributed more than 13,000 hours to the Community Care Centers, equivalent to more than six full time staff.

The MLM Christmas Store served more than 890 households with Christmas gifts and gift cards for food.

## Highlights 2008-2009

### Community Care Centers

- Staff responded to approximately 124,243 calls for emergency assistance.
- 896 families from Kansas and Missouri, consisting of 3,066 people, received food vouchers and over 10,000 gift items through MLM's Christmas Store.
- 450 children received new backpacks filled with school supplies.
- MLM provided 446 individuals replacement identification Cards and Birth Certificates, to ease the flow of them handling important business to safeguard themselves and their families.
- 60 elementary school children received weekend back packs loaded with nutritional foods to address hunger over the weekend.
- Fans were distributed to 91 households to individuals cope with extreme summer heat.

### Community Care Centers

#### Program Outcomes

- 122,473 requests for emergency assistance
- In 2008-2009 approximately 50 percent of all persons served at MLM's CCC were first-time clients
- 344,016 meals were provided to 28,668 individuals
- 480 families were assisted with utility bills totaling \$135,126
- 366 families were assisted with housing (rent, rental deposits and mortgage) totaling \$144,947
- 1,112 children received school supplies totaling \$25,081

### Volunteer Highlights

- Metro Lutheran Ministry had the opportunity to work



*This family's appreciation was obvious in their smiles after volunteers from Atonement Lutheran and MLM weatherized their home. These kind of efforts help keep families and older adults stay warm and safe. They often make the difference between remaining in a home or being forced to leave—often with few options.*

with many great adult and youth volunteer groups. These groups assisted MLM in doing minor home repairs, painting houses, yard cleaning, mass food distribution, stocking food pantry, sorting clothing and many other projects.

• In 2007/2008 MLM collaborated with Harvesters to conduct a monthly mobile food drop that served approximately 350 households each month. In 2008-2009, MLM was able to conduct two distributions a month. Each household is pre-registered by MLM staff. This initiative is made possible by Harvester's generous allocation of food. The second and fourth Saturday of each month MLM welcomed volunteers from 24 area Lutheran churches to help with the food giveaway. Through this initiative MLM deployed more than 30 volunteers each month for this event. The effort enabled MLM to provide additional food to those needing it and volunteers who went home feeling wonderful after assisting people in need.

• MLM was fortunate enough to receive assistance from young people from various parts of the country through Youth Works, as well as daily help from three superbly grounded young people from Greater Works. Additionally, MLM has been receiving assistance from one outstanding VISTA Volunteer who helps on a more administrative level.

# Older Adult Services

From July of 2008 to June of 2009, the Older Adult Services program assisted 2,243 senior citizens and people with disabilities.

- From July of 2008 to June of 2009, the program provided food assistance for 2,730 individuals through the food pantry and commodity program.
- Through the food pantry, 625 households received necessary household or personal items. Financial assistance paid utility bills for 225 individuals and provided housing assistance for 235 households, allowing many seniors and the disabled to continue living independently.
- MLM provided 81 homebound seniors with Senior Companions for regular home visits and companionship to break their social

isolation, or telephone reassurance visitor calls to “check-in” on seniors who were isolated.

- 33 seniors and/or disabled received ongoing reassurance calls through our Friendly Visitor program.
- Approximately 100 Christmas baskets with gifts and food cards were delivered to homebound seniors, through the gracious efforts of our volunteers.
- MLM helped to meet the safety needs of older adults and the disabled in their homes, allowing them to continue living independently with dignity. Ninety-one individuals received minor home repair such as installation of grab bars,

locks/door repairs, railings, new accessibility ramps and much more.

- Food deliveries were provided for clients who are unable to leave their homes. During these home visits, our staff makes assessments, provide advocacy and make referrals as needed.

# Grace Homes

Since its inception in 2008, Grace Homes provides permanent supportive housing for 9 chronically mentally ill, chronically homeless persons. Two of the tenants are now attending college and 5 are working. The project is funded by a HUD grant and other community support. The tenants receive support by our full time Residential Counselor and a

complement of medical and support staff from Wyandot Mental Health Center. Grace Homes provides safe and dignified housing for people who can now live long term in a supportive community.



*Volunteers from Calvary Baptist and Kaw Prairie helped at another food distribution effort. The programs are a growing MLM initiative that benefits from volunteers and donors.*

# Project CARE

Project CARE is Metro Lutheran Ministry's employment and housing program for the homeless. Its staff consists of four case managers and one Employment/Life skill Specialist. It is funded by the Federal Department of Housing and Urban Development and well as various private funders such as The Greater Kansas City Community Foundation. Project CARE also receives household items and prepares sack lunches for the homeless.

Clients who are living in Kansas City's homeless shelters or on Kansas City's streets may visit the Education Center five days a week to get assistance finding employment. Services include resume development and construction, online job searches and applications, job coaching, job leads, bus tickets for transportation, and use of the phone, fax, and copy machines. The Education Center also hosts life skills classes. These classes are informal groups to help clients think about issues related to housing, employment, achieving goals, and gaining more control over one's life. Each client can receive a sack lunch after

class. The Education Center is open from 8:30 until noon.

Homeless clients who receive income and are ready to look for housing may receive case management assistance. Case managers help clients to develop budgets which will allow the client to maintain housing. Case managers may help clients to locate affordable housing and advocate to landlords on the clients' behalf. When approved for housing, clients may receive assistance with the deposit or rent. In addition, clients can receive supportive services such as groceries, furniture, and household items. Case managers assist clients with transportation by driving their own vehicles or bus passes. A client who moves into housing continues to receive case management for a few months to develop stability. Clients are encouraged to get in the habit of paying rent and utilities first and to look for ways to increase their income from sources such as extra employment or food



*Vivion Ebersole accepted accolades for her late husband Pastor David Ebersole at the Power of Each One Event. Behind her were MLM Board President Vicki Westerhaus, Executive Director Jim Glynn and Pastor Mike Peck.*

stamps.

In the grant year 7/1/08-6/30/09, 169 households were assisted with \$69,945.06 HUD dollars for rent or deposits. 158 households received household or personal items. 149 households received food pantry.

206 households were assisted with bus passes and 236 households received sack lunches.

Project CARE has a positive impact on the community and is well known in the social service world of Kansas City. There is no other program in the area that provides the same services, making it an important program for Kansas City.

**Metropolitan Lutheran Ministry and MLM Foundation**  
**Consolidated Statement of Activities and Changes in Net Assets Year Ended June 30, 2009**

	<u>Unrestricted</u>	<u>Temporarily Restricted</u>	<u>Total</u>
<b>REVENUES, GAINS AND OTHER SUPPORT:</b>			
Contributions and grants:			
Foundations	\$114,822	\$210,766	\$325,588
Individuals	277,947	63,191	341,138
Member congregations	108,610	24,353	132,963
Other congregations	10,335	14,624	24,959
United Way	66,417	53,459	119,876
Corporations	3,542	1,144	4,686
Other organizations	26,172	29,889	56,061
Special events	31,135		31,135
In-kind contributions	1,107,455		1,107,455
Special event revenue	12,460		12,460
Government grants and contracts	532,869		532,869
Program fees	63,825		63,825
Change in interest in Thrift Store		15,086	15,086
Investment income (loss), net and other	(3,035)		(3,035)
Net assets released from restrictions	<u>632,557</u>	<u>(632,557)</u>	
Total revenues, gains and other support	2,985,111	(220,045)	2,765,066
<b>EXPENSES:</b>			
Program services:			
Emergency assistance	1,604,793		1,604,793
Community care centers	209,391		209,391
Homeless services	258,960		258,960
Grace homes	132,020		132,020
Minor home repair	47,419		47,419
Older adult services	52,842		52,842
Christmas store	<u>24,966</u>		<u>24,966</u>
Total program services	2,330,391		2,330,391
Supporting services:			
Administration	259,102		259,102
Fundraising	192,171		192,171
Direct benefit to donors	<u>16,607</u>		<u>16,607</u>
Total supporting services	467,880		467,880
Total expenses	<u>2,798,271</u>		<u>2,798,271</u>
<b>CHANGE IN NET ASSETS</b>	186,840	(220,045)	(33,205)
<b>NET ASSETS, BEGINNING OF YEAR</b>	<u>489,973</u>	<u>449,785</u>	<u>939,758</u>
<b>NET ASSETS, END OF YEAR</b>	<u>\$676,813</u>	<u>\$229,740</u>	<u>\$906,553</u>

## Board of Directors

Vicki Westerhaus, President,  
Overland Park, KS

Scott Strohm, Vice President, Shawnee, KS

Laura Pace, Secretary,  
Fairway, KS

Curt Johnson, Treasurer, Overland Park, KS

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Sharon Yelton, Overland Park, KS

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**816-931-0027, [www.mlmkc.org](http://www.mlmkc.org)**  
**Jim Glynn, Executive Director**  
**[jimglynn@mlmkc.org](mailto:jimglynn@mlmkc.org)**

**Metropolitan Lutheran Ministry and MLM Foundation**  
**Consolidated Statement of Functional Expenses Year Ended June 30, 2009**

	<u>Emergency Assistance</u>	<u>Community Care Centers</u>	<u>Homeless Services</u>	<u>Grace Homes</u>	<u>Minor Home Repair</u>	<u>Older Adult Services</u>	<u>Christmas Store</u>	<u>Program Total</u>	<u>Admin.</u>	<u>Fundraising</u>	<u>Total</u>
Salaries and wages		\$103,160	\$152,187	\$32,434	\$21,552	\$34,011		\$343,344	\$116,249	\$73,409	\$533,002
Employee benefits		29,771	26,204	2,293	7,114	5,510		70,892	20,728	2,252	93,872
Payroll taxes		9,225	13,701	3,100	2,378	2,998		31,402	9,776	6,372	47,550
Specific assistance to individuals	\$1,604,793	8,202	862	51,070	9,505	633	\$23,721	1,698,786			1,698,786
Telephone		6,629	3,199	1,842	403	1,019		13,092	2,016	1,511	16,619
Postage and shipping		595	708	142	95	275	444	2,259	1,936	6,332	10,527
Supplies		5,986	3,199	10,726	134	903	792	21,740	2,381	854	24,975
Professional fees									25,977		25,977
Contracted services		15,237	23,738	17,198				56,173	23,659	50,688	130,520
Equipment rental and maintenance		2,839	3,926	825	543	910		9,043	2,844	6,128	18,015
Insurance		6,846	9,628	2,060	1,384	2,130		22,048	9,079	4,604	35,731
Printing and publications		586				87		673	6,175	19,775	26,623
Occupancy		12,949	7,071	7,558	2,423	1,536		31,537	4,951	3,319	39,807
Depreciation and amortization		6,747	9,488	2,030	1,364	2,099		21,728	6,768	4,537	33,033
Travel		501	4,902	660	342	727	9	7,141	2,028	1,757	10,926
Special events										8,789	8,789
Other expenses		<u>118</u>	<u>147</u>	<u>82</u>	<u>182</u>	<u>4</u>		<u>533</u>	<u>24,535</u>	<u>1,844</u>	<u>26,912</u>
<b>TOTAL FUNCTIONAL EXPENSES</b>	\$1,604,793	\$209,391	\$258,960	\$132,020	\$47,419	\$52,842	\$24,966	\$2,330,391	\$259,102	\$192,171	2,781,664
Direct benefit to donors											16,607
<b>TOTAL EXPENSES</b>											<b>\$2,798,271</b>