



Atmos Energy Resource Bus Drives Programmatic Expansion

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Organization

- Vision: each of its neighbors will find the open doors of Catholic Charities and be met with help, hospitality and hope
- Programs
 - Family Stabilization—including Emergency Assistance and Transitional Housing
 - Family Strengthening
 - Healthcare
- Over 1,000 volunteers/month
- Serves an expansive 21-county geographical area



Program Audit & Results

1 PROGRAM AUDIT PROCESS

Strategic Vision 2015 required an in-depth audit of each program's function and impact



Program audit focused on programmatic impact vs. agency investment in the program



Program directors completed program evaluation forms



Agency leadership reviewed evaluation forms together with program directors

2 BOARD INVOLVEMENT

Board of Directors defined review criteria, setting parameters around impact vs. investment

3 EXTERNAL REVIEW TEAM CONTRIBUTION

External Review Teams read program evaluation forms and provided feedback on programmatic need and long-term sustainability

4 RESULTS

Board Leadership Decisions

On April 24th, 2012, Board of Directors met, evaluated each program and made the difficult decisions to discontinue the following programs:

- Pediatric Home-Health (Mom/Baby)
- Early Education (St. Benedict's and Parent Child Learning Center)
- Mental Health Counseling (Topeka, Leavenworth, Kansas City)
- Reduction in Refugee Reception and Placement

The process illuminated the agency's core competency is case management, an area where the agency consistently has a high impact. Further, the process freed funds to enact Metropolitan and Community Investment plans.

Moving forward...

METROPOLITAN AND COMMUNITY INVESTMENT

- Committed to deepening services in areas related to core competency
- Emphasis on Emergency Assistance
- Avoid duplication of services and fill community gaps

21-COUNTY EXPANSION

- Deepen presence throughout 21-county geographic area
- Utilize case management expertise
- Deploy Resource Bus to communities in need
- Engage energies of volunteers
- Avoid duplication of services

Case Management—

Emergency Assistance and Transitional Housing Program

- In operation since 1974
- Six centers—Kansas City, Kansas; Overland Park; Olathe; Lawrence; Leavenworth; Topeka; and traveling Resource Bus
- Services include:
 - Food/personal dignity products
 - Financial assistance: rent/mortgage; utilities; prescriptions; child care; transportation
 - Transitional housing
 - Enrollment—Supplemental Nutrition Assistance Program, Medicaid/Medicare
 - Financial literacy
 - Education classes
 - Clothing closets/vouchers for clothing and household items

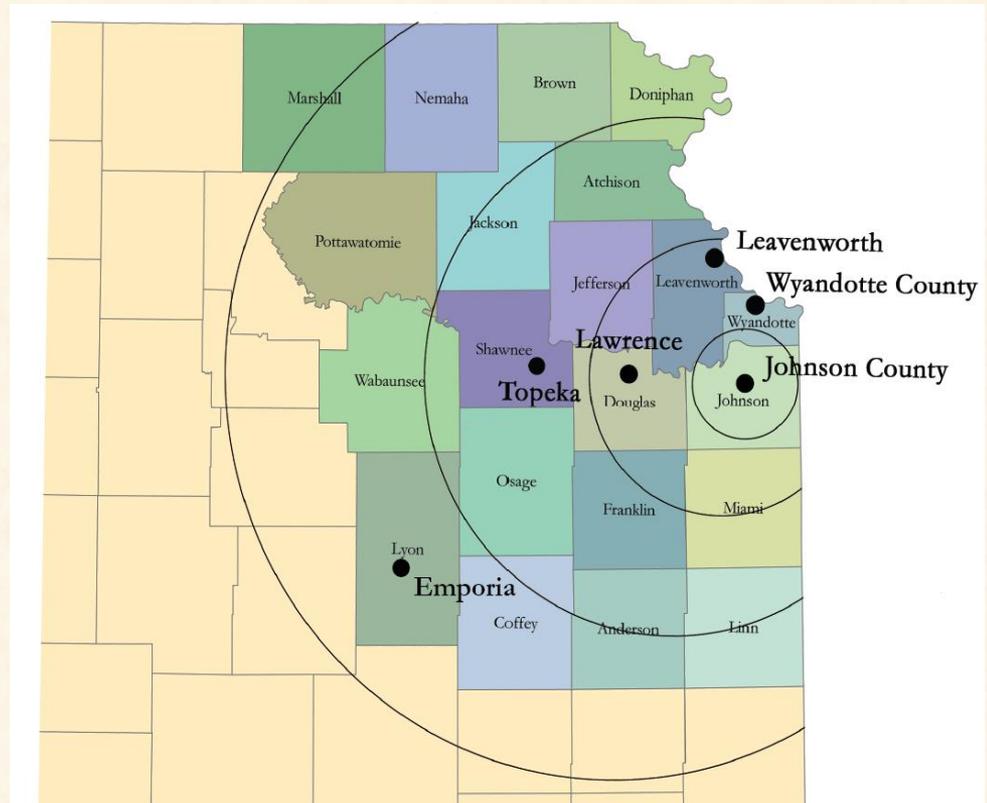
Atmos Energy Engagement

- 2012—invited agency to administer Sharing the Warmth Funds
- Agency administered funds with great fiscal responsibility
- Atmos Energy offered opportunity to expand services utilizing a refurbished mobile Resource Bus



Geographical Expansion— objective and opportunity

- Resource Bus allowed for fulfillment of strategic direction objective of geographical expansion
- Agency serves 21-county area—services were clustered in metropolitan areas, neglecting rural counties
- Objective: by 2015 to increase presence in rural counties and grow number of individuals served via case management



Need in Rural Counties—

Jackson, Nemaha, Atchison, Osage, Anderson, Brown, Pottawatommi, Coffey

- Lack of community resources—15% of residents indicate they completely lack necessary community support
- Transportation/information barriers to services in larger communities
- Hunger is an enormous issue—14% of population, or over 18,000 individuals, face food insecurity (Map the Meal Gap)
- Income insecurity exacerbated by unemployment—averaging 6.2% (Kansas Department of Labor)
- 17% of children live in poverty (RWJ Community Health Rankings)



Resource Bus Utilization

- Deployed to strategically to areas with deep need and resource-limited committed local partner
- Services advertised via local channels - churches, schools
- Community partner schedules appointments
- Case manager works individually with clients, providing:
 - Rent/utility assistance
 - Prescription assistance
 - Food vouchers
- Volunteers distribute commodity and personal hygiene products, clothing item



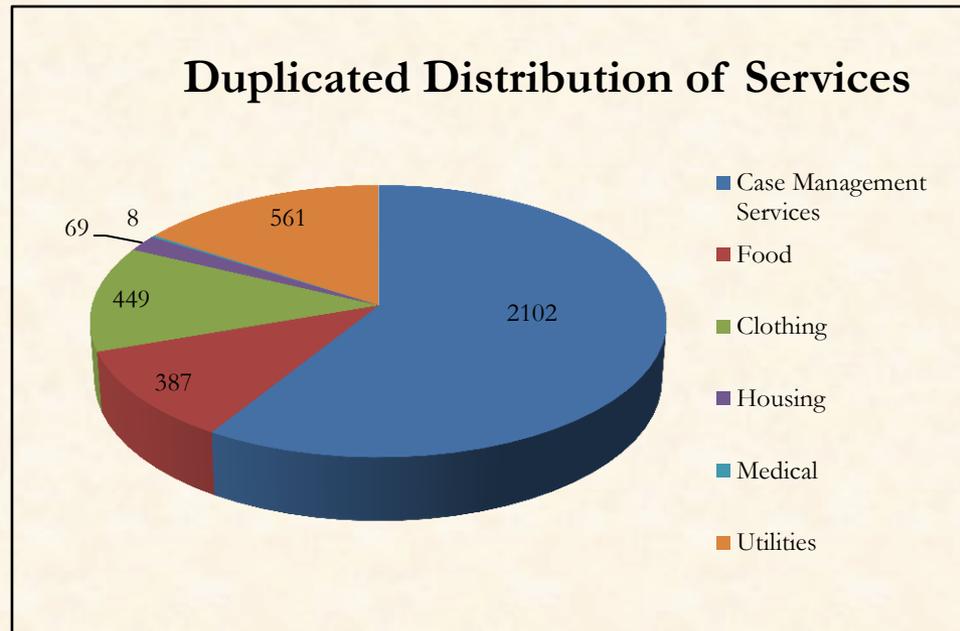
Impact

Community

- 928 unduplicated individuals served in 40 deployments
- Over \$30,000 in assistance provided
- Community networks strengthened

Organizational

- Additional community partners
- Site expansion—establishment of Emergency Assistance Center in Topeka given deep community need and organizational capacity



Individual Impact

George ... out of work for 25 months. Needs were apparent—masking tape was holding George's shoes onto his feet.

His case manager was able to provide George and his family with food vouchers, new socks and underwear, and new shoes for George. George's sense of restored dignity was immediately apparent as he tossed his old shoes in the trash.



"There is no way of getting clothing here in town unless you have money. My nephew's kids don't even have school clothes for this year. It is hard for us to have to ask for help all the time and Salvation Army is out of money the day they get it. You are so nice and helpful. Bless you for coming to Atchison. Bless you!"

Catholic Charities of Northeast Kansas remains grateful to Atmos Energy for its strategic partnership, allowing the agency to serve more individuals in need throughout the agency's 21-county service area.

The partnership has allowed the agency to fulfill its vision of serving as an open door to all individuals in need.