### Who we served in 2018

reStart provided services for 2,505 individuals and family members experiencing homelessness.
- 459 of those people were age 17 or younger
- 231 were unaccompanied youth
- 237 were veterans or veteran family members
- 42 were persons living with HIV/AIDS

We helped prevent 1,166 individuals from becoming homeless through the Rapid Rehousing and Diversion programs at our Housing Solutions Center.
And we placed 568 women, men, youth and children into permanent housing!

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bed nights</td>
<td>201,956</td>
</tr>
<tr>
<td>Meals served</td>
<td>243,627</td>
</tr>
</tbody>
</table>

### Meet our Single Adults

The majority of people who come to reStart are single men and women of all ages. Our Adult Emergency Shelter can house up to 48 men and 42 women at a time, and they can stay for up to 90 days.

Our goal is to move them into permanent housing as soon as possible, while at the same time giving them the toolbox of resources they need - rent assistance, accessing food stamps and other benefits, and more -- to maintain their housing.

We provide individualized case management for each client based on each person's needs, including working with our employment specialist, substance abuse treatment and prevention specialists, financial literacy classes, mental health specialists, and group activities.

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>Count</th>
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</thead>
<tbody>
<tr>
<td>Number served</td>
<td>1,917</td>
</tr>
<tr>
<td>Total bed nights</td>
<td>67,722</td>
</tr>
<tr>
<td>Number placed in permanent housing</td>
<td>335</td>
</tr>
</tbody>
</table>
Denise's story

Nothing seems worse than being evicted from your home – unless your son is staying with his father that weekend and then the father refuses to return him! That's what happened to Denise, who found herself without a home and an ex-husband suing her for full custody of her child. Denise worked closely with the pastor at her church, who referred her to reStart. Over the next 90 days, she saved money, got a full-time job and bought a used car. She worked with our staff on the court issues and was able to have her son returned to her. Today, she's living with her son in permanent housing and is highly motivated to remain financially stable, building on the lessons she learned while at reStart.

Meet our Families

reStart's Family Shelter can house up to 10 families at a time, and they can stay for up to 90 days. Each room has beds, a refrigerator and microwave, and the floor offers a community kitchen and a family-oriented playroom that was donated by the Kansas City Royals. reStart's family program is inclusive; married or unmarried couples with children, single parents, same sex couples with children can all stay together as a family.

Our case manager's work with all families to connect them with the community programs and resources they need, make sure the children continue attending school, and more. We develop an individual service plan for each family and work with them to move them into permanent housing as soon as possible.

- Number of families served – 158 (including 588 parents and children)
- Total bednights – 108,388
- Number of families placed in permanent housing – 52

Damion's story

Damion is a single father whose 5-year-old son is on the autism spectrum. When they found themselves without a home, without medical services for the son and with Damion facing serious legal issues, they came to reStart for help. Our staff immediately connected him with health services and enrollment in a Head Start program for his little boy. Damion was accepted into a legal diversion program and the charges against him were dropped. During their time here, Damion got a full-time job, had his mainstream benefits reinstated, got access to housing programs, maintained his sobriety and began paying off his past due bills. He did everything he needed to do in order to get his family stabilized, and his son did well in the children's group activities while they lived at reStart. Today they are in an apartment of their own and well on the path to rebuilding a brighter future.
January - reStart once again helped lead the Point In Time count of the homeless in Jackson and Wyandotte Counties. This year’s count found that overall homelessness in our community was up slightly, but youth and veteran homelessness had both decreased.

April - We held our annual volunteer celebration, presenting awards to 23 different individuals, churches, businesses and government officials who provide invaluable help to reStart.

May - Burns and McDonnell and their generous staff selected reStart as their Charity of Choice for 2018, including a Day of Service in May with nearly 100 Burns & Mac employees volunteering with us that day. This wonderful company and their employees also donated more than $150,000 throughout the year!

Also in May, we added a reStart listing on Amazon Wish List, encouraging those who want to provide in-kind donations to buy our most-needed items. It’s been a great success so far!

June - Our second annual reLish for reStart event featured 12 celebrity waiters from sports, elected officials and the media, and netted more than $60,000 for reStart.

July - We held our annual Back To School day, providing the needed school supplies and uniforms for all the school-age children living at reStart.

August - Evie Craig left reStart after 16 years to become Executive Director at The Arts Asylum. Ellen Kort was brought in as reStart’s Interim Executive Director.

September - Former KCMO City Councilwoman Cindy Circo raised more than $1,600 for reStart through an online campaign to honor the memory of her son Mario.

October - For the first time in our 38-year history, reStart began offering transitional housing in Kansas. Youth Start, which provides 10 apartments for homeless and runaway youth, offers housing in two locations in Johnson County.

November - KC CAN raised nearly $30,000 for our youth program.

December - reStart’s new CEO, Stephanie Boyer, was hired and began her duties here on Jan. 2
Meet our Youth

Our Youth Program includes a complete spectrum of services for teens and young adults who are dealing with the challenges of homelessness:

Our Youth Emergency Shelter (YES) can house up to 10 youth (age 12-17) at a time. We’re the only such emergency shelter for youth in the urban core. Services include youth and family counseling and therapy, life skills and healthy relationships classes, housing assistance, substance abuse recovery services and education, health and nutritional education, field trips and recreational assistance.

Our goal is to reunite youth with their families whenever possible and appropriate. For transition aged youth who do not have a safe home to return to, we provide our Youth Transitional Living Program (TLP). This program offers up to 18 months of transitional housing and teaches young adults the skills they need to live on their own independently after reStart. Services include case management, counseling, life skills and healthy relationships classes, housing assistance, substance abuse recovery services and education, health and nutritional education, field trips and recreational assistance.

Our Youth Street Outreach Services, a partnership with Synergy Services and Drumm Farm, provides community-based case management to youth living on the streets or “couch surfing” at friends’ homes. Our outreach staff offers referrals to shelters, housing, medical care and other basic needs.

TLP Includes:

- **8 units at our main building for unaccompanied youth (age 16-21) who are experiencing homelessness.**
- **4 units at our main building for pregnant and parenting youth (age 16-21) and their children who are experiencing homelessness. Youth in these Maternity Group Home units receive parenting education, connection to prenatal and pediatric care, and intensive case management.**
- Beginning in 2018, we also now offer YouthStart, **10 units in Johnson County, Kansas for youth (age 18-21) who are experiencing homelessness.**

Number of youth served = **376**
Total bednights = **16,205**
Meet our Veterans

In 2017, Kansas City was recognized as the first city in Missouri or Kansas to have achieved “virtual zero” in veteran homelessness, which means that shelter and housing is available for all veterans experiencing homelessness. reStart was a leader in that effort, and provided shelter, homelessness prevention services and rapid re-housing for 237 veterans in 2018.

Eligible veterans who come to reStart can receive rental assistance up to six months, rental deposits and application fees, transportation, utility assistance up to six months, transportation, moving expenses, household supplies, new bed, ID birth certificate, legal services, child care, individualized case management and all the other resources they need to achieve stabilized housing.

Number of veterans served – 237
Total bednights – 30,230

Supportive Services for Veteran Families (SSVF)

reStart is an SSVF provider for the Kansas City area. SSVF assist veteran and veteran families with resolving housing issues, provide temporary assistance, support and services to help ensure housing stability. The program offers prevention, case management, temporary financial assistance, housing search, employment services and assistance with children's needs such as school, childcare or healthcare.

reStart served 143 veterans and 28 family members for a total of 171 served

Health Care for Homeless Veterans (HCHV) Program

HCHV is a Contracted Residential Treatment program between the VA and reStart. HCHV which places Veterans with serious medical or mental health diagnoses into quality, community-based, supportive housing. The central goal of the HCHV program is to reduce homelessness among Veterans by reaching out to those who are the most vulnerable and engaging them in supportive and rehabilitative services.

reStart served 68 veterans in this program
Alisa's Story

Sometimes success is measured in living a ‘regular life’. Being able to work, pay bills, save money, raise children and meet program expectations is the regular life that our clients strive for here at reStart. Take Alisa, for example -- she has shown incredible fortitude and determination during her time at reStart. She and her young daughter came to this program after finding out that she was pregnant for a second time. Since then, she has held a steady job, gone to Life Skills, Drop In and Teen Parent Support group, made her way through her second pregnancy, continued to be a present and engaged mother to her first child, made savings deposits and met with her case manager regularly.

Alisa is successful in the best way possible. She has been responsible, attentive and consistent. She is building a life for her and her children that she will be able to take outside of the walls of our building and continue to be successful for her and her family. She has accomplished great things by living her regular life.

Goal: 127 served
Reached: 143 served

In 2018 reStart reached 113% of our goal for services to veterans

John's Story

John is a military veteran who has had past issues with health and substance abuse. But when his home burned down in December, he added homelessness to his list of challenges. After coming to reStart, he began receiving ongoing treatment for both his medical and abuse issues, participating in weekly case management and continuing substance abuse treatment counseling. John's income is limited, so we helped him explore housing options and he was approved for HUD housing. In less than 90 days at reStart, John was able to access all the services he needed to lessen his barriers to finding housing, to connect with the service providers in the community he needed to continue improving his health, and to move into permanent housing.
**Rapid Rehousing**
reStart’s Housing Solutions Center is one of five coordinated entry “Hubs” in the metro area for Kansas City’s Continuum of Care. The continuum provides referrals to these entry hubs, and we help those clients connect with the supportive services they need to move them into permanent housing and be able to maintain their housing. In 2018, reStart served 332 individuals through our Rapid Rehousing program and another 834 through the Diversion/Prevention services at our Housing Solutions Center.

**Permanent Housing**
reStart provides six different permanent housing locations totaling 72 units throughout the city, with continuing case management. Rose Hill Townhomes is located two blocks away from reStart and provides apartments for families and individuals. Our other five locations provide permanent housing for persons with disabilities who previously were chronically homeless. In 2018, reStart moved 568 individuals into permanent housing.

**Wraparound Services**
A wide variety of clinical services is available for all reStart clients, based on their individual needs. Not every client needs every service, but everyone who comes to reStart has access to individual therapy, family counseling, couples counseling, group education and counseling, treatment and prevention services for substance abuse, and crisis intervention. We also provide case managers and specialized support for clients living with HIV/AIDS – in 2018, we served 42 individuals through our HIV/AIDS services.

reStart also provides a full-time employment specialist, who works individually with clients of all ages to help them prepare for job-hunting and secure employment. Our specialist worked with 115 individuals during 2018, and 67 of them found full- or part-time jobs through her help.

**2018 Board of Directors**

<table>
<thead>
<tr>
<th>Leslie Sims, CPA, Chair</th>
<th>Stephanie Isaacson</th>
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<td>RSM, US LLP</td>
<td>New Horizons, LLC</td>
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<td>Debra Johnson</td>
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<td>Susan Schaefer, Vice Chair</td>
<td>Community Representative</td>
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<tr>
<td>JE Dunn Construction</td>
<td>Larry Myer</td>
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<tr>
<td>Mike Cochran, Treasurer</td>
<td>ICR Real Estate Services and Volunteer, Congregation Beth Torah</td>
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<td>Swiss Re</td>
<td>Rosemary Polk</td>
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<td>Barry Rogers, Secretary</td>
<td>Community Representative</td>
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<td>American Industrial Group, LLC</td>
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<td>Mark Basola</td>
<td>Saint Luke’s Health System</td>
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<td>Linda Word</td>
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<td>Sturges Word Communications</td>
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<tr>
<th>Dr. Patricia Caruthers</th>
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<td>Retired, Kansas City Kansas Community College</td>
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<td>Jeanetta Ellis</td>
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<td>Joe Garcia</td>
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<td>Hallmark Cards</td>
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Meet our Volunteers

1,153 generous volunteers donated 8,028 hours of service to help us in serving those who came to us to “restart” their lives!
Financial Overview 2018

Revenue

- Government Grants: 72.0%
- Rental Income: 1.2%
- Individuals: 3.2%
- Corporations: 4.5%
- Foundations: 15.5%
- Special Events: 1.0%
- United Way: 1.8%

Expenses

- Salaries: 40.9%
- Fringe: 7.6%
- Other Personnel: 0.5%
- Depreciation: 8.2%
- Interest Expense: 1.9%
- Agency Admin: 2.1%
- Individual Assistance: 12.6%
- Transportation: 0.7%
- Equipment: 1.6%
- Occupancy: 17.4%
- Program Supplies: 1.8%
- Food Services: 0.5%
- Professional: 4.2%