



2021 Impact Report



816-931-4751



RS3101.org



1006 Linwood Blvd.
Kansas City, MO 64109



/ReconciliationServices



@RS3101



/ReconciliationServices



Reconciliation Services

Our Mission

The mission of Reconciliation Services is to cultivate a community seeking reconciliation to transform Troost from a dividing line into a gathering place, revealing the strength of all. Our innovative approach to community healing seeks racial and economic reconciliation one heart at a time, through strengths-based healthy community initiatives, social and mental health services, and the creation of economic opportunities.

Reconciliation is our guiding framework and our ultimate vision and mission.

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Our Values

DIGNITY

Each person is worthy of love and respect

COMMUNITY

We are interconnected and created to live in relationship with one another

ADVOCACY

Is our response to the call to walk with others on their journey

“

No amount of thought will ever result in any greater formulation than the three words ‘Love one another’, so long as it is love to the end and without exceptions.

”

- Mother Maria of Paris

A Message From The Executive Director:

Experience has taught me that our hope of solving the social and economic problems facing so many in our community is first with the dynamic and leavening work of martyrlic love - love that is “to the end and without exceptions”... Not with a pithy, sentimental love that is an end in itself ... Not with an act merely communicating human affection that expects gratitude in return ... And certainly not a feeling that flows from guilt or moralism when looking upon our neighbor, poor and in need. Rather, truly loving one another is the fruit of self-emptying love, which flows from thanksgiving for all we have received and an earnest desire to participate in the healing of our neighbor, that we might find healing as well.

Martyrlic love is given “to the end,” requiring sacrifice, which is why we feel filled up and yet spent when we have volunteered or given generously to help someone in need. Martyrlic love is given “without exceptions,” which requires continual pruning of our biases and the correction of our notions of who is worthy of assistance or not.

This is the real work of the staff and volunteers at RS that your generosity made possible in the last year, to bear this love in every interaction with the 4,000 neighbors we served. Every Thelma’s Kitchen meal, every ID, utility or rental assistance check, every hour of counseling and case management, every interaction with a Foster Grandparent or volunteer, is an act of love you participated in.

In 2021, we saw unprecedented need in the community and we were able to offer \$1.2 million in direct client assistance! We added new staff to help support our neighbors, including a new therapist, an outreach case manager, and a data assistant to help evaluate community impact. We also realized that our aging building, with its growing accessibility issues, safety hazards, and limited and inefficient space, was no longer able to accommodate the growth of our programs to fit the needs of our neighbors. Our building also needs to be a physical representation of our love for our neighbors. Your exceeding generosity in support of the \$13M Reveal Strength Capital Campaign to renovate our 100-year-old building is helping us expand our services and bring equitable development, dignity, and beauty to the community.

As we enter into 2022, we are full of hope for those we serve, anticipation for the tremendous task of renovating our building, and humbled by the work we have been entrusted to accomplish. Thank you for standing with us and our client guests, especially this year.

Your gifts inspire and enable martyrlic love, to the end and without exceptions. You are leveling the playing field for our neighbors in need and making racial and economic reconciliation more possible today than it was yesterday. Thank you!



Blessings,

Father Justin

Programs & Impact



About the Neighbors You Helped in 2021

We serve the entire KC area but prioritize the Troost Ave. corridor, especially our neighborhoods east of Troost, which have the highest concentration of poverty and trauma and the least access to resources.

RS increases access to essential services and resources to help level the playing field for neighbors in our target service area in Kansas City's disinvested urban core who experience systemic poverty, racism, widespread food insecurity and poor health outcomes. Many of our client-guests suffer from behavioral and mental health issues, including depression and trauma, and they experience social isolation and lack

access to basic needs including food, medicine, and mental health care. Life expectancy for individuals living in our area is up to 11.5 years less than other parts of Kansas City, confirming the reality that entrenched poverty has indisputable negative impacts on health.

In 2021, RS helped 4,000+ vulnerable neighbors through our comprehensive services including:

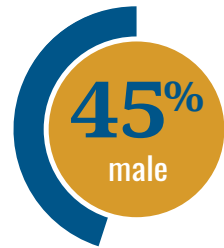
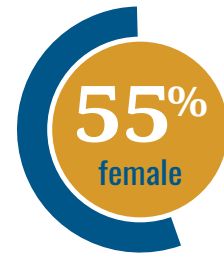
Thelma's Kitchen, REVEAL Social and Mental Health Services, and the Foster Grandparents Program. We provide clients with tools to achieve greater self-sufficiency, improved health outcomes, and sustained well-being. This combined approach to social and mental health helps our neighbors find hope, healing, and build resilience.

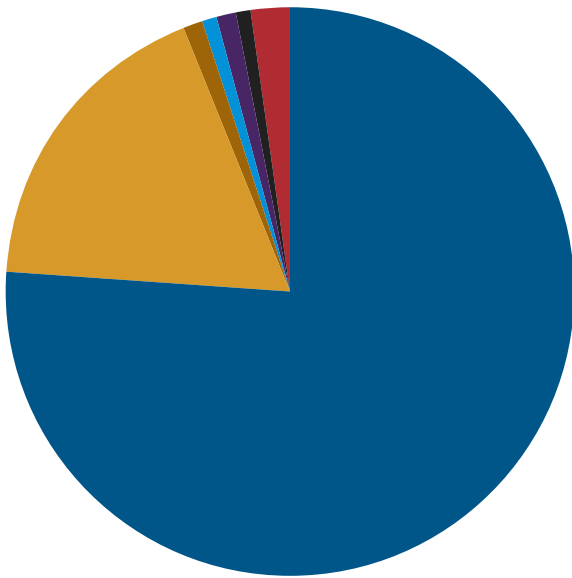
100%
live below federal poverty level

82%
of kids in single parent households

14.1%
of Jackson County Missouri residents suffer food insecurity

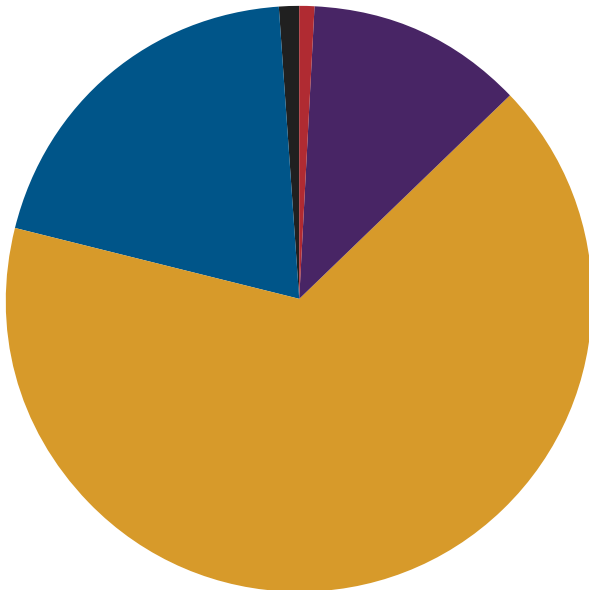
1 in 10
adults in Jackson County Missouri suffer serious mental illness
(*Health Forward Foundation)





Demographics

- 77% African American
- 18% Caucasion
- 1% Hispanic / Latino
- 1% Asian
- 1% American Indian / Alaska Native
- <1% Native Hawaiian / Pacific Islander
- 2% Other



Age

- 1% Age 0-19
- 12% Age 20-29
- 66% Age 30-59
- 20% Age 60+
- 1% Other

47%

of clients witness violence regularly

51%

of clients have been victims of violence



Thelma's Kitchen

You Help Provide Access to Healthy Affordable Food

Launched in 2018, Thelma's Kitchen is Kansas City's first donate-what-you-can community cafe and an RS social venture that increases access to healthy, affordable food and provides opportunities for deeper community engagement and meaningful volunteer opportunities for individuals and groups.

In 2021, Thelma's Kitchen thrived under the leadership of our new Head Chef, along with a creative team of assistant chefs, volunteers, and the addition of a Community Engagement Coordinator to help increase partnerships, volunteer group opportunities, and corporate sponsorships.

Thelma's Box Lunch Program

At the onset of the pandemic in March 2020, Thelma's Kitchen pivoted to a box lunch to-go model to ensure uninterrupted, safe access to food for our neighbors. Thelma's Box Lunch grew in 2021, with a record number of Box Lunches served at reduced or no-cost through our to-go window. Additionally, individual and group orders nearly doubled in 2021. Each full-price box lunch purchased by individuals, businesses and other groups, provides a pay-it-forward meal for those in need, furthering our goals to feed our hungry neighbors while developing a financially sustainable cafe.

Exciting Changes Ahead

As RS launches the much-needed renovation on our 100-year-old building in 2022, we are excited

about plans for an expanded Thelma's Kitchen that will reopen for in-cafe dining once our renovation is complete next year.

During the renovation, Thelma's Box Lunch will operate at nearby Central Presbyterian Church. While we will not have a to-go window for neighbors during this transition, we will engage a vast network of community partners to help us distribute 800 Box Lunches each month to our food-insecure neighbors in the Troost Corridor and in locations throughout the Greater KC Metro. Thelma's Box Lunches will still be available to order online and have delivered to individuals and groups as well, with every lunch helping pay forward a meal for a neighbor in need and supporting the social and mental health services RS provides.



Impact

36,484

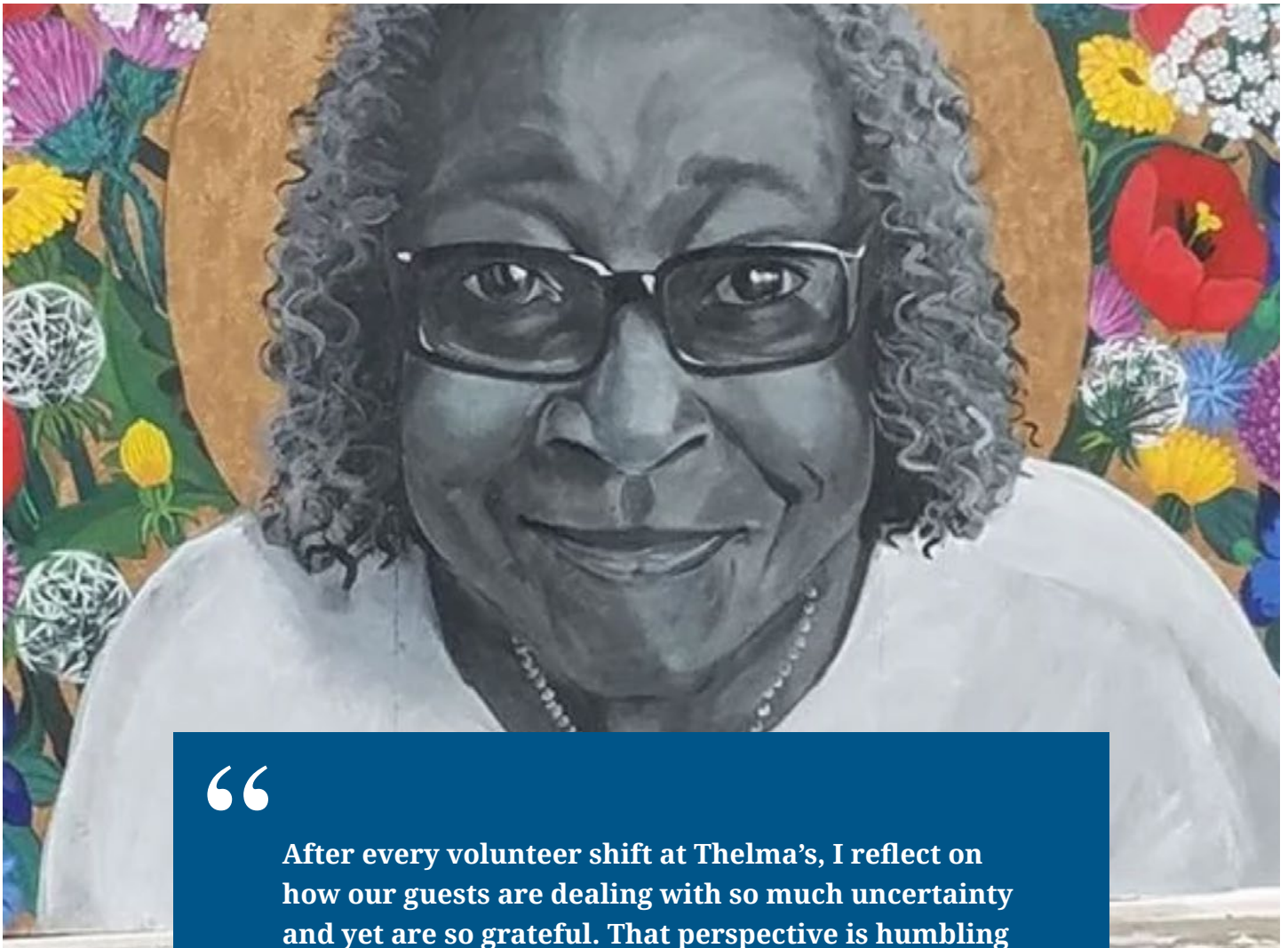
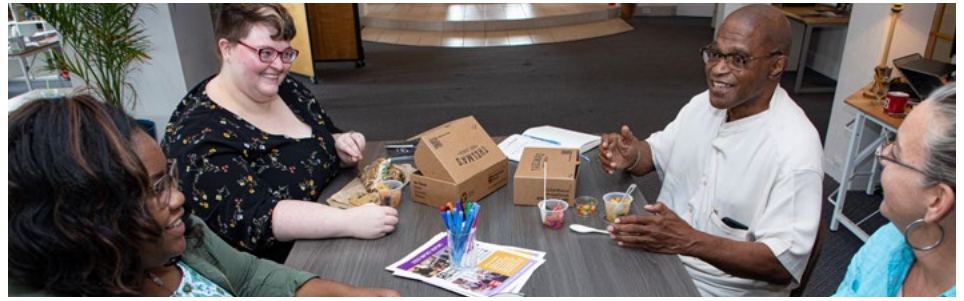
Thelma's Kitchen
box lunches were served

3,978

hours served by 384
volunteers in
Thelma's Kitchen

50%

of lunches offered at reduced
or no-cost to food-insecure
neighbors



“

After every volunteer shift at Thelma's, I reflect on how our guests are dealing with so much uncertainty and yet are so grateful. That perspective is humbling and has been a blessing for me.

”

- Kolette Schneider
Volunteer and RS Board Member

REVEAL Program



Impact

\$1.1 Million
in housing and
utilities assistance

2,790
hours of therapy,
case support, and
case management

1,197
IDs and vital
documents provided

229
people helped with
medical/dental supplies
and services

You Enable a Strengths-Based Approach to Community Healing

The REVEAL (Restore-Engage-Value-Encourage-Act-Lead) Program offers a comprehensive approach to individual and community healing through essential social services, case management, and therapeutic services. Our case managers help individuals and families meet urgent needs and accomplish immediate goals, assisting with: housing and utilities assistance; ID/document assistance; and dental and medical supplies, services, and prescriptions through our partnership with the KC Medicine Cabinet. Additionally, we offer evidence-based, clinical support through individual and group therapy and intensive case management for our clients struggling with depression and the effects of trauma.

As a trusted provider of essential social services and stabilizing support in the Troost Corridor since 1987, RS works to address the root causes of systemic poverty and disinvestment with an innovative, strengths-based approach, one heart at a time.

Improved Health Outcomes and Greater Self-Sufficiency

In 2021, with support from the Kauffman Foundation and in collaboration with the Jackson County Mental Health Levy, RS began working to enhance programming and services for our client-guests by improving our intake process, data collection, tracking, and reporting in order to help our clients achieve positive, life-improving outcomes.

We also expanded the capacity of our REVEAL team with the addition of an Outreach Case Manager, a new Lead Case Manager, a Data Assistant, and another Therapist to support improved service delivery and outcome tracking for our client-guests.

This year we plan to add an Intake Coordinator to the team, and we will increase the number of

partner sites where we hold our Women's Support Group.

Stabilizing Services are Still in High Demand

The neighbors we serve in Kansas City's urban core have been disproportionately impacted by the COVID-19 pandemic, evidenced by high unemployment, underemployment, and historic violence in our target service areas in 2021. With funding from the Emergency Rental Assistance Program (ERAP) and the Missouri Housing Department's State Assistance for Housing Relief (SAFHR), RS provided unprecedented stabilizing services for neighbors at-risk of becoming homeless. This critical emergency direct client funding will continue to be administered through September 2022 as we continue to help stabilize our community in the wake of the pandemic.



Foster Grandparents Program

Impact

67

Foster Grandparents
volunteered

5,186

hours of mentoring
at 26 locations

You Help Connect KC Youth with Caring Mentors

Since 2010, Reconciliation Services has operated the Foster Grandparents Program (part of Americorps Seniors) locally. This community building opportunity equips older adults with low incomes to provide one-on-one mentoring, tutoring, and emotional support for youth with exceptional academic or emotional needs, while offering the Grandparents a small volunteer stipend.

Due to COVID-19, some of our Foster Grandparents were slow to return to classrooms and early childhood education centers where they volunteer, but they continued

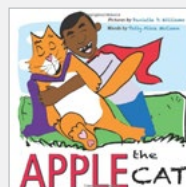
charter schools, and early education centers for in-person mentoring and tutoring in the fall of 2021.

For the first time ever in 2021, our Foster Grandparents wrote and published their own children's book, *Apple the Cat*. The book was created through a story writing project at RS with over a dozen Foster Grandparents who participated in three writing workshops to create a picture book to read to kids in Kansas City. The workshops were led by Polly Alice McCann, a local author, who facilitated the storytelling based on real-life stories of travel, loss, new pets, love, family, and adventures shared by the Foster Grandparents.



to meet virtually and in-person when possible. They worked to develop technology skills through trainings, wrote letters to students, and explored new ways to connect with kids as they began to gradually re-enter Kansas City Public Schools,

In 2022, with COVID-19 restrictions lightening, we are excited about our Foster Grandparents serving in 4 new locations, adding 9 new in-service trainings, and increasing their volunteer time to more than 25,000 hours!



Order *Apple the Cat* at
RS3101.org/store



“

Being a Foster Grandparent has been a good use of my time because it keeps me involved in the community. It keeps my creative juices flowing. I was teaching the kids and they were teaching me.

– Ronald Gillum
Foster Grandpa at Brookside Charter School

”



Client Story Spotlight

Stephanie's Story

"I watched our very busy laundromat dwindle. There were a couple of days a week where there would be nobody there," said Stephanie Bazert, describing the effect COVID-19 had on her workplace. "Being there for three years, I have never seen that."

Stephanie works at Eastside Laundry in Kansas City, Missouri. "I know a lot of my families," she said. "These are families that come in every week. You could hear the worry in people's voices. People were worried about money, were they going to have enough to eat?"

While Stephanie has worked throughout the pandemic, she did lose hours at first. On top of that, she took on more personal and financial responsibilities. "My sister lost her place and she came to stay with me. I have a small two bedroom apartment over on the East Side, and my sister and her five kids came to stay with me."

"It was a strain on my household. I was the only one working." When there was a delay in her sister receiving food stamps, Stephanie pitched in to help. "I got behind, you know, because I used the money to eat. I paid what I could and I just slipped behind."

Stephanie heard from a woman at her apartment complex that Reconciliation Services could help with rent and utilities assistance. She sent an email inquiry and was on the phone with a case manager soon after. "She was very, very polite," Stephanie said of her RS Case Manager. "She made it very easy to come and do the process. She didn't make me feel any type of way, which made a big difference. It's hard for me to ask for help."

Within a week, Stephanie got the financial help she needed for rent and utilities. "It caught me up and boosted me ahead. So now that I can stay ahead I can breathe. I can sleep at night and not have to worry. I think I'm fortunate, because I still hear the horror stories of people that are behind, not really knowing what to do."

After her first appointment at RS, Stephanie took a stack of RS flyers and posted them on the community billboard at the laundromat. "People can walk up, read what they need to read, take what they need, and then you know, move on. Like I said, it's hard for me to ask for help. So for other people, if I can make that easy for them, I think that's a great thing."

"You got to keep pushing forward. I like to tell people, we are our best advocates for ourselves."

Stephanie's sister and her family eventually moved into a program in Lawrence, KS, that will help them get back on their feet long term. "COVID-19 definitely brought me and my sister closer. It reminded us of what family is about."



“

I know I want to be remembered as somebody who was a good person. She stuck up for what was right. I don't have to make a big ripple. But I want people to know that I was here.

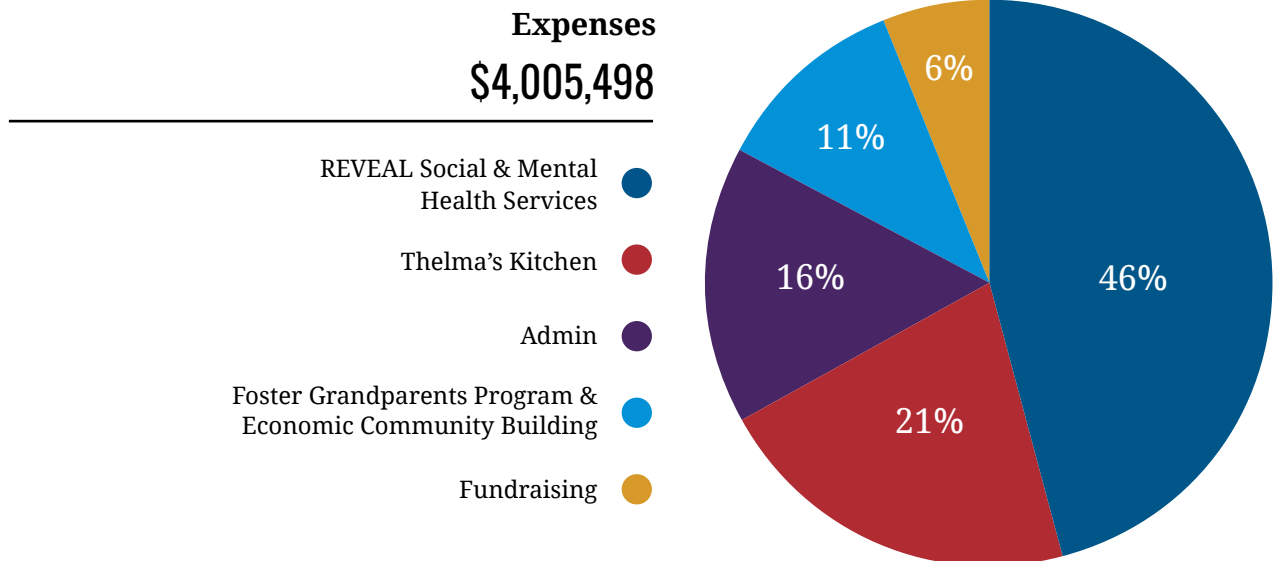
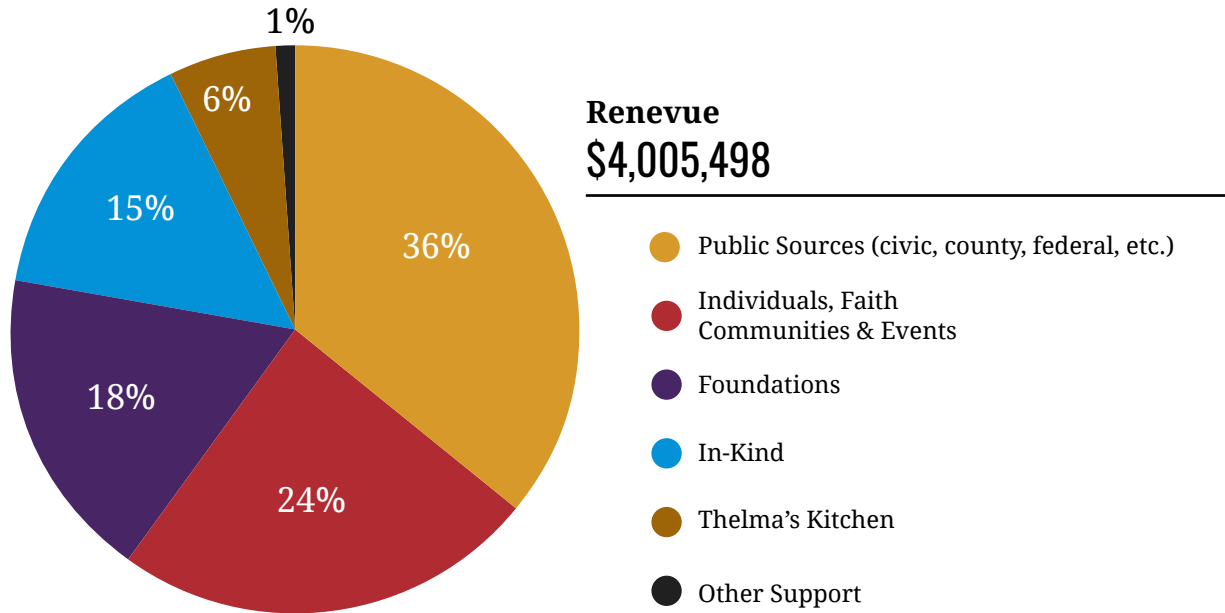
– Stephanie Bazert
Neighbor and RS Client

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Financial Snapshot

Through in-kind donations, foundation and civic funding, corporate sponsorships, and revenue from Thelma’s Box Lunch catering, we work to leverage your support to reveal strength in our community.



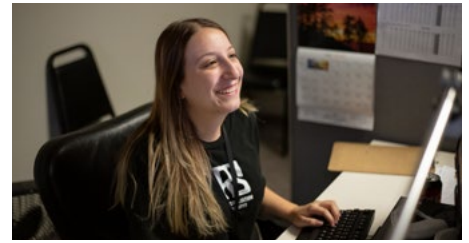
*To see the most current 990 and audited financials, please visit [RS3101.org/financials](https://rs3101.org/financials)



Volunteer Leadership

2021 Board of Directors

Ryan Myers, Board President -- President, Jacent Strategic Merchandising
Kathryn Evans-Madden, Board VP 1 -- President, Rooted Strategy
Kolette Schneider, Board VP 2 -- Retired VP of HR, DST
David Komar, Board Secretary -- Retired, U.S. Army Brigadier General
Quinton Huffman, Board Treasurer -- Technical Manager, Honeywell
Melissa Ver Meer, PhD -- Owner/CEO, Prairie Fire Partners LLC
Lori Mallory -- Market President, Partners in Primary Care
John Kreicbergs -- General Manager, Propaganda3
Elizabeth Danforth -- Director of Public Affairs, Evergy, Inc.
Dan Smith -- Co-founder/Principal, The Porter House KC
Esther Kershaw -- President, Boston Heights/Mount Hope Neighborhood Association
Sharon Freese -- COO, Truman Medical Behavioral Health
Jane Manis -- Civil Engineer, City of Overland Park



RS Social Ventures Board

Karen Zecy, Board President -- President, American Micro
Mark Larabee, Board Treasurer -- President/CEO, Arvest Bank
Lindsay Howerton -- Founder/CEO, HowKC
Ken Myers -- Director of Packaging and Automation, Tension Envelopes
Fr. Justin Mathews -- Executive Director, Reconciliation Services



To see the rest of our Team, visit [RS3101.org/Team](https://rs3101.org/Team)



RECONCILIATION
SERVICES

See. Serve. Share.

