

# Good Samaritan Center of Excelsior Springs



REVIEWED

## General Information

### Contact Information

<b>Nonprofit</b>	Good Samaritan Center of Excelsior Springs
<b>Address</b>	108 South Thompson Excelsior Springs, MO 64024 2124
<b>Phone</b>	(816) 630-2718 28
<b>Fax</b>	816 637-2178
<b>Website</b>	<a href="http://www.goodsamaritancenter.com">www.goodsamaritancenter.com</a>
<b>Facebook</b>	<a href="https://facebook.com/GoodSamaritanCenterofExcelsiorSprings">facebook.comGood Samaritan Center of Excelsior Springs</a>
<b>Twitter</b>	<a href="https://twitter.com/gscmjbc">twitter.com/</a>
<b>Email</b>	<a href="mailto:gscmjbc@goodsamaritancenter.com">gscmjbc@goodsamaritancenter.com</a>

### At A Glance

#### How to donate, support, and volunteer

- Send checks to Good Samaritan Center, 108 South Thompson Avenue, Excelsior Springs MO, 64024; phone the Center for information about giving through automatic bank deductions, Neighborhood Assistance Missouri tax credits, or through United Way. Donations of food can be brought to Good Samaritan Center and food drives are always welcome.
- Volunteers are needed for our thrift store Monday through Friday. Pantry and Receptionist volunteer opportunities are available Monday through Friday. Group volunteer opportunities are also available. Those interested can find information on our website. Our Fund Development committee is seeking qualified volunteers and if interested you may speak with Executive Director.
- Good Samaritan Center holds three major fundraising

events each year. Each spring, we host a 5K/Walk-Run and a golf tournament. In September of each year our Tables By Design event is held. Information is posted on the Good Samaritan Center website or available at GSC.

# Mission & Areas Served

## Statements

### **Mission Statement**

To prevent homelessness and hunger by providing basic life needs and access to life skills.

### **Background Statement**

In 1986 the Good Samaritan Center began as a response from a single congregation to assist community members in meeting their food, rent, utility needs. The group incorporated and received nonprofit status in 1989. The service area is all of Ray County and rural Clay County outside the city limits of Liberty and Kansas City. Beginning in 1992, three programs were added: an after-school program for children (Good Sam Kids Club), a thrift store (Broadway Bargains) serving both clients and the general public, and a transitional housing program. In 2007, home repair program for senior homeowners was added. From 2009 through October 2013 a local physician along with support staff volunteered one morning a week to operate the "Matthew 25" free medical clinic at GSC serving the uninsured and under insured. In 2012, a Senior Advocate was hired to determine other needs seniors might need and look for volunteers to meet those needs, allowing seniors to remain independent and their homes.

Broadway Bargains, a self-sustaining thrift store, provides quality used clothing, furniture, and household goods for a reasonable price to the general public and for free to those with vouchers from Good Samaritan Center. In 2012, Broadway Bargains restructured to include the Bargain Furniture operations. Staff hours were reduced and increased volunteer hours were utilized. The store also is a job-training site for seniors re-entering the workforce through a Title V Program offered through Catholic Charities. Proceeds from the store are put back into the building operations and the Emergency Assistance Program to help more clients.

### **Impact Statement**

TOP ACCOMPLISHMENTS FY 2015-16:

- Hired Full-Time Thrift Store Manager
- Upgraded lighting in Thrift Store and two of the three floors in the Emergency Assistance wing of the building.
- Worked in coordination with local Main Street group to improve landscaping around building.
- Hosted, supported, and completed pilot program of Strengthening Families for Clay County in our building, which meets weekly for three months and provides conflict-resolution counseling for families.
- Increased our participation in community events and activities.

TOP GOALS FY 2015-16:

- Utilize more county and local resources to establish life skills classes for citizens to attend.
- Establish a HI-SET program by acquiring funding and technology needed to host.
- Establish a board driven endowment program.
- Continue updating lighting system throughout the building.
- Continue efforts for window installation.

### **Needs Statement**

- Resources for electrical upgrades.
- Resources for technology and staffing for HI-SET program
- Resources for commercial window installation.
- Resources to resurface parking lot.
- Expanded volunteer program.

**Board Chair Statement**

In 2005 Good Samaritan Center (GSC) purchased a building which for the first time since 1986 houses all of our programs and offers rental space for a number of other vital services to families in our community.

While structurally very sound challenges arise with owning a fifty year old building and some adaptations have been made to have the space meet our needs. Doors, windows, and lighting are not energy efficient.

In 2012 we began our “Built on Compassion” campaign to address these issues as well as to expand the social service programs and build our endowment fund. We contracted with Hartsook Company for leadership and knowledge to begin this campaign. In November 2013 GSC continued “Built on Compassion” without council. We have had many generous donors who understand this mission and anticipate there are more who will help us reach our goal allowing by the time the campaign ends in 2017.

GSC has benefited in recent years by a growing number of volunteers. There has been a significant increase in the number of volunteers with disabilities who have a great desire to service others. We have redesigned some of our programs to offer more on the job training for these individuals as well as for those try to obtain employment.

Funding always remains a challenge. A very dedicated board of directors, staff and volunteers keep our programs running at a level that allows GSC to offer a full range of emergency assistance with compassion as well as with an opportunity give a hand up to those we serve.

Martha Buckman  
Executive Director

**Service Categories**

Emergency Assistance (Food, Clothing, Cash)

Thrift Shops

Food Banks, Food Pantries

**Areas of Service**

**Areas Served**

Areas

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MO - Clay County

MO - Ray County

# Programs

## Programs

### Emergency Assistance

**Description**

The heart of the Center's services: provides emergency assistance with food, clothing, rent, utility, medical, and transportation needs. One-on-one consultation assesses client's needs, strengths, and resources prior to assistance. Periodic classes offered in budgeting, family management, energy conservation, nutrition as well as enrichment classes for children and adults. Licensed counselor available two days each week.

**Category**

Human Services, General/Other Case Management

**Population Served**

Unemployed, Underemployed, Dislocated, Homeless,

**Short-Term Success**

The first goal in emergency assistance is to meet the need presented: a hungry person gets food, a person in danger of homelessness gets financial help for rent and utilities, a sick person gets access to medical care. Whatever the need presented, the client leaves with some kind of assistance to the crisis at hand. The second goal in emergency assistance is to provide knowledge so the crisis can be avoided in the future. Whatever the need presented, the client leaves with information about classes, resources, referral process, documents, or other items needed to stop a repeat of the crisis. In practice, the best to be hoped for is that individuals arm themselves with knowledge and then effectively use it to better their station in life.

**Long- Term Success**

Ideally every household could supply all the basic needs of a family.

**Program Success Monitored By**

We use Mid America Assistance Coalition data base (MAAC Link) to record all assists and to generate the statistical data needed monthly, quarterly, and annually to evaluate the types and amount of services given and to whom. We also use input from an annual client survey to plan our next year's changes in services and procedures.

**Examples of Program Success**

Clients' use of the food pantry helps them stretch their available income for other living expenses that are not otherwise eligible for assistance (such as a car payment). They shop for all items more carefully.

## Broadway Bargains

<b>Description</b>	Year-round program to provide quality new and used clothing and household items at reduced prices or free with a GSC voucher. Appropriate unsold items (approximately 30% of store items) are transported to recycling centers.
<b>Category</b>	Human Services, General/Other Household Goods Provision
<b>Population Served</b>	General/Unspecified, ,
<b>Short-Term Success</b>	Those without means to acquire basic needs will be able to get clothing, toys, baby equipment, and household items and furnishings at no cost. An increase of donated goods resulted in a need to hold two sidewalk sales. In the past donations were turned away because of lack of storage. This improved public image as well as increasing store sales.
<b>Long- Term Success</b>	Customers of all economic levels will find quality used merchandise at an affordable price.
<b>Program Success Monitored By</b>	Sales are monitored by sales reports to show what kind of merchandise sells the best and influence the pricing and rotation of merchandise. Items are clearance priced at faster rate. Cleanliness organization and improved displays have resulted from our customer survey.
<b>Examples of Program Success</b>	Restructuring the thrift store management has resulted in an increase of volunteer opportunities and a 37% decrease in overhead cost as well as an increase of 13% in sales for FY14-15;providing more support for the operation of the Emergency Assistance Program.

## Senior Programs

<b>Description</b>	The Center provides minor home repairs for seniors who own their own homes. Repairs must help seniors maintain independence and/or promote safety. The Senior Volunteer Advocate Program pairs seniors with volunteers to assist them with household chores, errands, etc. which helps them to maintain their independence. Senior Exercise Program offer low impact, exercise to the community five days per week.
<b>Category</b>	Human Services, General/Other Senior Services
<b>Population Served</b>	Aging, Elderly, Senior Citizens, ,
<b>Short-Term Success</b>	<ul style="list-style-type: none"><li>• 52 Senior received safety related home repairs.</li><li>• In a given monthly the Senior Advocate made 23 home visits, provided 6 senior with transportation to appointments, assisted one senior in completing paperwork for benefits and read through medicare information with another 6 seniors.</li><li>• In addition 40 visits were made to area Senior Sites to share information about this program.</li></ul>
<b>Long- Term Success</b>	<p>The rural areas of Clay County now have a program that offers seniors not only a home repair program which off sets the cost to seniors, but also gives peace of mind that the home repair is completed by a reputable worker. These repairs must in someway affect the safety of the senior. Good Samaritan Center's Senior Advocate Program brings services and information into the homes of rural area of Clay County seniors.</p> <p>Good Samaritan Center senior exercise classes improves the health and mobility of seniors. All three of these programs are designed to help seniors stay in their homes.</p>
<b>Program Success Monitored By</b>	<ul style="list-style-type: none"><li>• Monthly reports are provided to the Executive Director for review and quarterly reports are provided to Clay County Senior Services. These reports are used to track successes and to monitor activity to make recommendations for the future of both the Home Repair and Senior Advocate Programs.</li><li>• Senior exercise classes have regular attendance records.</li></ul>
<b>Examples of Program Success</b>	<p>The floors in the home of one Clay County senior were so badly in need of repair that there was a great risk of the gentleman falling through his floor. He was at risk of being relocated to a care facility. The Senior Home Repair Program replaced flooring at no cost to this low income gentleman who had owned this home for over 40 years.</p> <p>Good Samaritan Center's Senior Advocate acted as a liaison between medical staff and a 88 year old man to convinced the man that he needed a knee replacement surgery or face moving face being placed in an assisted living facility. This gentleman has now been able to stay alone in his own home which was his desire.</p>

### **CEO Comments**

The Good Samaritan Center(GSC) has seen an increased number of homeless individuals during the past year. This has given GSC the opportunity to open up discussion with our city officials and other organizations on ways to address this issue.

Due to health issues of our volunteer who had been working with students trying to obtain their High School Equivalency the class is no longer being offered. GSC will be working to develop a new program with the possibility of adding an instructor to our staff.

GSC has been able to provide an increasing amount of fresh produce and other healthy food choices in our

food pantry as a result of the Food Rescue Program through Harvesters Community Food Network. Additional education opportunities have been added Through the Harvesters Healthy Food Partners Program and Milk2Plate so that GSC can insure clients are introduced to ways to use these products. We continue to look at new ideas to expand in this area and are seeking volunteers who are willing to share this information with our clients as they receive food through our food pantry.

Preventing homeless and hunger remain our priority and realize that often building capacity is important, but that many of the families we serve are the working poor who will continue to need emergency assistance.

Martha Buckman  
Executive Director



# Leadership & Staff

## Executive Director/CEO

**Executive Director** Ms. Martha J Buckman  
**Term Start** May 2013  
**Email** gscmjb@goodsamaritancenter.com

### Experience

Martha Buckman assumed the role of Executive Director in May of 2013. Ms. Buckman began her tenure at Good Samaritan Center in 1986. She has served in the role of caseworker, pantry coordinator, transitional housing director and, for the past three years, as Social Services Director.

Martha has served on the Harvesters Advisory Board, has been active on the Mid America Assistance Coalition's Agency Relations Committee, and is currently serving on the Northland Community Services Coalition Board where she is currently serving as president, and the Missouri Housing Trust Fund Advisory Committee.

In April of 2015 Martha was elected to the Excelsior Springs Chamber of Commerce and was awarded Excelsior Springs Citizen of the years at he Chambers Annual Dinner.

## Former CEOs

<u>Name</u>	<u>Term</u>
Bob Gerdes	Jan 2007 - June 2012
Mrs. Mary Lou Greim	Jan 2003 - Dec 2006

## Senior Staff

### Ms. Mary Lou Greim

**Title** Caseworker, former Director

**Experience/Biography** Mary Lou Greim was one of the founders of the Center in 1986. Her dedication to serving the poor and hurting has informed her 27 years of experience. She has served as Center Director, Center Executive Director, Social Services Director, and now as Caseworker. She has participated in numerous informational seminars, trainings and poverty workshops over the years, and she has held positions on organizational boards and committees throughout the KC Metro area.

### Ms. Jennifer Chappel

**Title** Caseworker

**Experience/Biography** Jennifer Chappel joined the Center staff six years ago. For three of those years she managed the Center's Transitional Housing program, until that program was discontinued. She has a background and training in education. She currently organizes the Life Skills classes, and manages the federal food programs, TEAFP and CSFP. She also does the reporting for Harvesters food programs.

## Staff

<b>Paid Full-Time Staff</b>	2
<b>Paid Part- Time Staff</b>	5
<b>Volunteers</b>	348
<b>Retention Rate</b>	100%
<b>Paid Contractors</b>	0

## Formal Evaluations

<b>CEO Formal Evaluation</b>	Yes
<b>CEO/Executive Formal Evaluation Frequency</b>	Annually
<b>Senior Management Formal Evaluation</b>	Yes
<b>Senior Management Formal Evaluation Frequency</b>	Annually
<b>NonManagement Formal Evaluation</b>	Yes
<b>Non Management Formal Evaluation Frequency</b>	Annually

## Plans & Policies

<b>Organization Has a Fundraising Plan</b>	Yes
<b>Organization Has a Strategic Plan</b>	Yes
<b>Management Succession Plan</b>	Yes
<b>Organization Policy and Procedures</b>	Yes
<b>Nondiscrimination Policy</b>	Yes
<b>Whistleblower Policy</b>	Yes
<b>Document Destruction Policy</b>	Yes

## Collaborations

Mid-America Assistance Coalition; Vocational Rehabilitation Services; Missouri Valley Human Resources; Full Employment Council; Synergy Services; Northland Community Services Coalition; Catholic Social Ministries; Salvation Army; United Services; Tri-County; University Extension Services; Clay County Senior Services; Community Agency Round Table; Regional Housing Team; KC Medicine Cabinet, Happy Bottoms, area churches, schools, police department, service groups, city government, Excelsior Springs Park and Recreation Department, Excelsior Springs and Richmond area Chamber of Commerce

## Awards

### Awards

<b>Award/Recognition</b>	<b>Organization</b>	<b>Year</b>
Network Partnership Circle of Hope Award	Harvesters Community Food Network	2010

## Government Licenses

**Is your organization licensed by the government?** No

## **CEO Comments**

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GSC has benefited in recent years by a growing number of volunteers. There has been a significant increase in the number of volunteers with disabilities who have a great desire to service others. We have redesigned some of our programs to offer more on the job training for these individuals as well as for those try to obtain employment.

Through the hard work of a very dedicated staff and board of directors, funding stability is more secure, but always remains a challenge.

A very dedicated board of directors, staff and volunteers keep our programs running at a level that allows GSC to offer a full range of emergency assistance with compassion as well as with an opportunity give a hand up to those we serve.

Martha Buckman  
Executive Director

# Board & Governance

## Board Chair

<b>Board Chair</b>	Mr. Dan Paige
<b>Company Affiliation</b>	Retired
<b>Term</b>	Jan 2016 to Dec 2019
<b>Email</b>	kdpaige@sbglobal.net

## Board Members

<b>Name</b>	<b>Affiliation</b>
Mr. Richard S Blubaugh	self-employed
Mr Ambrose Buckman	Mayor, City of Excelsior Springs
Ms. Ann Case	Owner, Wealthsprings Financial Planning
Mr Martin Conrad	Excelsior Springs Career Center
Mr. Robert Hart	Bob Hart, CPA; Y Liquor (owner)
Dr. David Lawrence	Excelsior Springs School District, Superintendent
Stephanie Martinez	WalMart
Robert Meadows	BobKorn Kettle Corn, Owner
Mr. Dan Paige	Retired, State Deputy Director of Missouri System
Ms. Rhonda Peery	Job Corps, Public Liasons
Kelli Rice	Bank Midwest
Glenn Smith	Smith Elder Business Law
Ms. Christine Snedden	Rehabcare Group Inc
Mrs. Amy Sokol	University of Kansas
Ms. Eartha Taylor	Senior Auditor, CMA Group LLC
Mr. Larry Tesar	Community Volunteer

## Board Demographics - Ethnicity

<b>African American/Black</b>	2
<b>Asian American/Pacific Islander</b>	0
<b>Caucasian</b>	14
<b>Hispanic/Latino</b>	0
<b>Native American/American Indian</b>	0
<b>Other</b>	0

## Board Demographics - Gender

<b>Male</b>	9
<b>Female</b>	7
<b>Unspecified</b>	0

## Governance

<b>Board Term Lengths</b>	3
<b>Board Term Limits</b>	2
<b>Board Meeting Attendance %</b>	65%
<b>Written Board Selection Criteria?</b>	Yes
<b>Written Conflict of Interest Policy?</b>	Yes
<b>Percentage Making Monetary Contributions</b>	82%
<b>Percentage Making In-Kind Contributions</b>	100%
<b>Constituency Includes Client Representation</b>	Yes
<b>Number of Full Board Meetings Annually</b>	12

## Standing Committees

Endowment

Executive

Finance

Program / Program Planning

Special Events (Golf Tournament, Walk / Run, Silent Auction, Dinner / Gala)

Development / Fund Development / Fund Raising / Grant Writing / Major Gifts

## CEO Comments

The Good Samaritan Center (GSC) with direction and support of the board of directors took great steps in recent years to stabilize the organization financially.

With a reduction in staff, members of Good Samaritan Center Board of Directors have taken a far more active role in the fundraising events and campaigns. Two of our three major fundraisers were actively chaired by board members. Three board members volunteer weekly in the day-to-day operations.

# Financials

## Fiscal Year

<b>Fiscal Year Start</b>	July 01, 2015
<b>Fiscal Year End</b>	June 30, 2016
<b>Projected Revenue</b>	\$498,361.00
<b>Projected Expenses</b>	\$448,346.00
<b>Endowment Value</b>	\$20,195.00
<b>Spending Policy</b>	Percentage
<b>Percentage</b>	5%

## Detailed Financials

### Revenue and Expenses

<b>Fiscal Year</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>
<b>Total Revenue</b>	\$965,253	\$881,219	\$549,533
<b>Total Expenses</b>	\$841,420	\$716,651	\$535,501

### Revenue Sources

<b>Fiscal Year</b>	<b>2015</b>	<b>2014</b>	<b>2013</b>
<b>Foundation and Corporation Contributions</b>	\$313,133	\$270,354	\$303,031
<b>Government Contributions</b>	\$4,500	\$55,954	\$0
<b>Federal</b>	--	--	\$0
<b>State</b>	--	--	\$0
<b>Local</b>	--	--	\$0
<b>Unspecified</b>	\$4,500	\$55,954	\$0
<b>Individual Contributions</b>	--	--	\$0
<b>Indirect Public Support</b>	\$0	\$0	\$0
<b>Earned Revenue</b>	\$112,904	\$130,659	\$84,441
<b>Investment Income, Net of Losses</b>	\$3,032	\$625	\$4,185
<b>Membership Dues</b>	\$0	\$0	\$0
<b>Special Events</b>	\$44,988	\$58,592	\$37,142
<b>Revenue In-Kind</b>	\$486,696	\$365,035	\$96,199
<b>Other</b>	\$0	\$0	\$24,535

### Expense Allocation

Fiscal Year	2015	2014	2013
Program Expense	\$784,383	\$658,930	\$406,517
Administration Expense	\$54,918	\$50,691	\$92,110
Fundraising Expense	\$2,119	\$7,030	\$36,874
Payments to Affiliates	--	--	\$0
Total Revenue/Total Expenses	1.15	1.23	1.03
Program Expense/Total Expenses	93%	92%	76%
Fundraising Expense/Contributed Revenue	1%	2%	11%

### Assets and Liabilities

Fiscal Year	2015	2014	2013
Total Assets	\$725,090	\$597,381	\$435,891
Current Assets	\$468,900	\$364,353	\$174,438
Long-Term Liabilities	\$0	\$0	\$0
Current Liabilities	\$5,622	\$1,746	\$6,019
Total Net Assets	\$719,468	\$595,635	\$429,872

### Short Term Solvency

Fiscal Year	2015	2014	2013
Current Ratio: Current Assets/Current Liabilities	83.40	208.68	28.98

### Long Term Solvency

Fiscal Year	2015	2014	2013
Long-Term Liabilities/Total Assets	0%	0%	0%

### Top Funding Sources

Fiscal Year	2015	2014	2013
Top Funding Source & Dollar Amount	Anonymous \$44,271	North Kansas City Hospital \$68,000	--
Second Highest Funding Source & Dollar Amount	Anonymous \$25,000	Clay County Treasurer \$55,000	--
Third Highest Funding Source & Dollar Amount	Anonymous \$25,000	McKeever Enterprises \$25,000	--

## Capital Campaign

**Currently in a Capital Campaign?** Yes

### Campaign Purpose

The Built on Compassion campaign will add two social service positions and program funding in the amount of \$460,000.

**Goal** \$688,802.00

**Dates** Jan 2013 to Dec 2017

**Amount Raised to Date** 178863 as of June 2013

**Capital Campaign Anticipated in Next 5 Years?** Yes

### Organization Comments

The Center diligently works to offer quality services to our clients while taking measures to reduce expenses.

Our financial safety net is in place to insure the financial security of the future of Good Samaritan Center.

Volunteers are being utilized for jobs previously performed by paid staff, thus increasing revenues in order to increase services.

Board participation has increased through volunteering and involvement in fundraising activities. GSC continues to follow a 10 year strategic which was put in place two years ago.

The Center has a very dedicated staff willing to share responsibility so that the mission of GSC is realized. The board has moved forward with assuming a more active role in fundraising events of Good Samaritan Center.

Martha Buckman, Executive Director

**Foundation Comments**

- FYE 6/30/2015, 2014: Financial data reported using the IRS Form 990.
- FYE 6/30/2013: Financial data reported using the organization's audited financial statements.
- Foundation/corporate revenue line item may include contributions from individuals.

