

Cross-Lines Community Outreach



General Information

Contact Information

Nonprofit	Cross-Lines Community Outreach
Address	736 Shawnee Avenue Kansas City, KS 66105
Phone	(913) 281-3388
Fax	913 281-2344
Website	www.cross-lines.org
Facebook	facebook.com/pages/Cross-Lines-Community-Outreach-Inc/232198796805094?ref=br_tf
Twitter	twitter.com/CrossLinesKCKS
Email	susila@cross-lines.org

At A Glance

Cross-Lines Cooperative Council

Former Names

Cross-Lines Cooperative Council, Inc.

How to donate, support, and volunteer

We invite you to partner with Cross-Lines as a volunteer and with your financial resources. We accept checks, credit cards, and in-kind donations. Donations via credit cards can be made on our website. We accept in-kind donations of clothing, household goods, furniture, appliances, and more to our Thrift Store. We will pick-up large donation. Your gift is tax-deductible. There are many volunteer opportunities at Cross-Lines. You can assist in our thrift store, food service and delivery, fundraising, reception and customer service, gardening, maintenance, landscaping, and marketing - just to name a few!

Mission & Areas Served

Statements

Mission Statement

Our mission is to provide people in the Kansas City area affected by poverty with services and opportunities that encourage self-confidence, meet the needs of today, and provide the tools for future self-sufficiency.

Background Statement

In 1963, a group of ministers banded together to form a non-denominational charity focused on improving the plight of the poor and disadvantaged. This began the legacy of programs and services offered by Cross-Lines Community Outreach that have made a positive impact on the lives of tens of thousands of individuals and families who are affected by poverty. Volunteers from throughout the metropolitan area report their lives have been enriched through service when they contributed their time, talent, and financial resources. These selfless people transformed a static mission statement into a dynamic force for changing people's lives. Today, Cross-Lines believes that the provision of traditional emergency services without also offering opportunities for change actually perpetuates the cycle of poverty. Certainly, Cross-Lines will not abandon its Safety Net and Hunger Relief Programs, however all programs and services are offered with an emphasis on helping provide our clients with the tools and opportunities to meet their individual goals and attain stability now and in the future.

Impact Statement

Past Year Accomplishments:

1. In 2016, Cross-Lines completed our three year capital campaign by raising 2.4 million dollars for our first new building in Cross-Lines history.
2. In November 2016, Cross-Lines completed construction on our new building. The new facility houses our Thrift Store and new Food Distribution Center where we provide Food Pantry services and distribute Commodities. Through this new facility, all of our services are consolidated on our campus and we have increased our capacity to serve our community.

Current Year Goals:

1. The community surrounding Cross-Lines is facing a significant lack of access to healthy, fresh food choices. In 2017, Cross-Lines will work to increase access to nutritious food options through our Hunger Relief Programs including our community kitchen and food pantry. We will also provide nutrition education, cooking classes, and healthy recipe cards.
2. In 2017, Cross-Lines plans to secure start-up funding for a case manager to work primarily with our homeless clients to provide necessary intensive case management services to help them secure needed housing, mental health and other vital services to become self-sufficient.

Needs Statement

1. Cross-Lines is always in need of volunteers for many of our programs. Volunteers are utilized in all areas from food service to the reception desk to committee work and fundraising.
2. In the current financial climate, we are working to identify and secure sustainable funding for our programs and services.
3. We are looking to find corporations and businesses partners. Cross-Lines can provide volunteer, learning, and PR opportunities, and business partners can provide volunteer assistance, financial support, and expertise in the areas of marketing, PR, etc.
4. Due to the need to increase our nutritious food options, we are seeking financial support or monthly food drives/donations for healthy food to supply the food programs.
5. Cross-Lines needs to secure start-up, sustainable funding for a case manager to work primarily with our homeless clients to provide necessary intensive case management services to help them secure needed housing, mental health and other vital services to become self-sufficient.

Board Chair Statement

Like many nonprofits that serve low-income families and individuals, Cross-Lines is constantly striving to provide the best and most needed services to those we serve, while also being good stewards of our limited resources. We are challenged on a daily basis by the diverse needs of the people we serve.

Recently, 70-year-old Vicki showed up at Cross-Lines on her 10-year-old motorized scooter carrying two plastic sacks with all of her belongings. The disabled senior living on about \$700 a month in social security had been evicted from her public housing apartment, her home of more than a decade, because she had too much clutter. Vicki was out on the street with nowhere to go. For the first time in her life, Vicki was homeless. The vulnerable, kind, disabled grandmother spent two nights out in the park near Cross-Lines covering herself with a plastic sheet she found at a nearby business.

Cross-Lines staff worked together tirelessly calling places before finding a shelter that had an opening for a Vicki. Cross-Lines got Vicki to a shelter in Missouri. But the shelter only provided a bed for Vicki for a five days. So Vicki somehow navigated her way from unfamiliar downtown Kansas City, MO, back to Cross-Lines in KCK because it was the only place she felt like people truly cared and wanted to help her. She arrived at Cross-Lines looking exhausted, bundled up in blankets to protect herself from the cold.

Unfortunately in Wyandotte County, there are NO emergency shelter options for women and children. The very few options available for men are usually full. Affordable housing is also extremely difficult to find, with 6-8 month wait-ing lists for public housing. Cross-Lines staff found Vicki an apartment, but it took a week to get ready. In the meantime, we put Vicki in an economy motel for a few days. Today, Vicki is stably housed in her new apartment. She still checks in with her case manager at Cross-Lines, but she no longer needs financial assistance from Cross-Lines.

"I just want to say God bless the people that give to Cross-Lines so they could help me," Vicki said, in her new apartment.

Every day, we see the faces and hear the voices of those desperately struggling to survive a life in pover-ty. At Cross-Lines, there are many happy endings. We could not do this without a diverse funding stream and generous giving by individuals.

Service Categories

Emergency Assistance (Food, Clothing, Cash)

Food Banks, Food Pantries

Homeless Services/Centers

Areas of Service

Areas Served

Areas

KS

KS - Wyandotte County

KS - Johnson County

KS - Wyandotte County Urban Core

KS - Leavenworth County

Programs

Programs

Hunger Relief

Description

The Hunger Relief programs at Cross-Lines provide nourishment and sustenance to our community. Through our Hunger Relief programs, we look to fill the gap and provide nutritious foods and alleviate hunger for those in need. Cross-Lines has three primary Hunger Relief program, the Food Pantry, the Community Annex Kitchen, and CSFP Commodities. Each of these programs is supplemented with fresh produce from the Cross-Lines Community Garden.

In 2016, 77,790 meals served at the Don Bakely Community Annex Kitchen. In addition, 4,441 individuals accessed the Food Pantry, and over 12,000 boxes of food were distributed through the CSFP Commodities Program to seniors within Wyandotte, Johnson and Leavenworth Counties.

Category

Food, Agriculture & Nutrition, General/Other Hunger Action

Population Served

Poor, Economically Disadvantaged, Indigent, Adults,

Short-Term Success

Short-term success is defined as providing the food essentials an individual and/or family requires to make it through the day/week/month for a limited amount of time. When an individual does not have to worry about feeding themselves or their families, they can direct their energies toward other issues and circumstances which might be preventing them from living a better life. At the same time, our Hunger Relief Programs should be looked at as an investment rather than a perpetual "hand out".

Long- Term Success

We believe that no one should go hungry, however we also believe nutritious and healthy foods are the best way to truly alleviate hunger and improve health issues facing our community. Ultimately, Cross-Lines aims to transition our basic hunger relief initiatives to nutritional hunger relief initiatives that will support a healthier community. We will have a targeted change in each of our daily meal options and ensure that each meal contains fresh produce, low sodium, and low-fat options. Through this program, we will educate our volunteers and donors on the detrimental health outcomes facing Wyandotte County and provide resources so that our volunteers will be able to prepare and serve healthier foods in the community annex. We will also implement internal policy changes which will limit unhealthy food donations.

Program Success Monitored By

We monitor results in three ways:
1. Tracking all food products and meals that are distributed
2. Tracking frequency of use of our services through Mid America Assistance Coalition
3. Semi-annual client surveys

Examples of Program Success

We do not expect to eradicate hunger with our Hunger Relief Programs. Instead, we strive to ease the pain of hunger and provide healthy foods to those who are in need. We provide fresh fruits and vegetables. In season, our garden provides healthy produce. Healthy food is stressed to our volunteer groups who provide food for the community annex, and educational classes are often available to help our clients learn to cook on a budget and with healthy selections.

Housing Stabilization

Description	<p>The Housing Stabilization Program promotes housing and family stability by providing rent and utility assistance as well as homeless re-housing services. Many low-income families are one paycheck away from a financial crisis. An unexpected expense due to a car repair or sudden illness is often enough to cause many families to become unstably housed, or even homeless. Our Case Managers work with people to address the immediate needs and also help the families find long-term financial stability to keep families together in their homes.</p> <p>Housing Stabilization services include case management, rent/utility assistance, and homeless rehousing.</p>
Category	Human Services, General/Other Emergency Assistance
Population Served	Poor, Economically Disadvantaged, Indigent, , Adults
Short-Term Success	Short-term success is defined as providing financial assistance and case management to prevent an impending eviction or disconnection of utility services or getting an un-housed individual or family off of the streets and into permanent housing. When an individual does not have to worry about rent, utilities, or clothes for their kids, they can direct their energies toward other issues and circumstances which might be preventing them from finding stability in their life.
Long- Term Success	Long-term success of the Housing Stabilization Program is achieved by program participants remaining permanently housed without disconnection of utility services or evictions. This can occur by providing the needed supports and financial assistance in the short-term and also tools to provide for future success.
Program Success Monitored By	We monitor results in ways: 1. Tracking all program participants services and client engagements 2. Tracking frequency of use of our services through Mid America Assistance Coalition 3. Tracking success through individual meetings with participants utilizing our services 4. Continued follow-up with clients at set intervals

Examples of Program Success

Isabella:

Just a few months ago, Isabella was about to become a mother at age 21. She was scared, alone, hungry and broke.

Having escaped a bad relationship, the young mother was struggling to find a job while also facing an eviction notice and the prospect of living on the streets when she came to Cross-Lines for help.

At Cross-Lines, Isabella found a safety net of services to help she and her newborn baby avoid life on the street.

Thanks to Cross-Lines, Isabella received rent assistance for a few months to allow her to remain in her apartment while she had her baby and got back on her feet.

Isabella was able to get food to sustain her from our food pantry. She received basic necessities like soap and shampoo from Cross-Lines Hope Totes program. She was searched for and applied for jobs online at Cross-Lines.

Isabella's case manager also arranged for her to receive a monthly bus pass and participate in a local job fair. Isabella learned about basic household budgeting in our Education Program.

While she has a long road ahead, Isabella is not alone. She has Cross-Lines on her side to help her find a fresh start for she and her new baby.

Basic Needs Services

Description	<p>Cross-Lines Basic Needs Program provides for needs that many of us take for granted. We provide services that ensure the dignity and respect of the individuals and families in our community. Everyone deserves to be clean and healthy.</p> <p>Programs includes:</p> <ul style="list-style-type: none">• Hope Tote toiletry program• Kansas City's Medicine Cabinet• Diaper Assistance• Clothing Vouchers• Daily Showers• Laundry Services
Category	Human Services, General/Other Emergency Assistance
Population Served	Poor,Economically Disadvantaged,Indigent, ,
Short-Term Success	The purpose of our Basic Needs services are to meet the most basic of needs that everyone faces. Short-term success is achieved by providing these services to people that would otherwise go without.
Long- Term Success	Long-term success of our basic needs program is achieved when individuals and families have their basic needs provided for so that they can have the self-confidence to achieve other goals in their lives, such as enrolling in school or seeking employment.
Program Success Monitored By	<ul style="list-style-type: none">• Services are recorded for each client.• Service numbers are reported monthly.
Examples of Program Success	Joe came to us several months ago. He was a young, single dad of a 6 month old girl. He unexpectedly got sole custody of his daughter, and he had nothing in his home to provide for her most basic of needs, no diapers, no formula, no clothes. In his short time here, we were able to provide Joe and his little girl with several sets of clothes, a month's supply of diapers and wipes, a tote filled with toiletries and cleaning products and food for both of them. Joe walked into Cross-Lines scared and insecure about his ability to care for his daughter, but he left here with the tools and confidence he needed.

Christmas Store

Description	<p>Every Christmas, the Cross-Lines Christmas Store gives 500 families and individuals the opportunity to shop for gifts for their own families. New clothing and coats, toys, household items, and groceries for a holiday dinner are distributed. All gifts are donated, and the store is staffed by volunteers. This long standing program is an example of how Cross-Lines works to promote the dignity and respect of each of our participants.</p> <p>Parents get to shop and choose the gifts that they will give their children on Christmas. We work hard to provide parents with the opportunity to provide a joy filled Christmas for their family.</p>
Category	Human Services, General/Other Holiday Assistance
Population Served	Poor, Economically Disadvantaged, Indigent, ,
Short-Term Success	Short-term success is measured by the number of families served and our ability to provide for the needs of those families in these specific areas. We provide opportunities for feedback so we can improve our programs and services. Our Christmas Store drive is currently underway, and we are actively seeking donations of new items and financial donations so we can meet the needs in this area.
Long- Term Success	As a social service agency with a focus on self-sufficiency, long-term success of our programs is reflective of our mission, which is to provide people affected by poverty with basic services and opportunities that encourage self-confidence and self-sufficiency. Christmas Store serves the meaningful times in the lives of families and are carefully designed to enhance, not diminish, the event and the self-respect of family members.
Program Success Monitored By	Program success is determined by the numbers served as well as the successful recruitment of volunteers and donors to make the programs available. Reports from participants give very positive feedback regarding the impact of this program.
Examples of Program Success	Christmas Store is designed to build self-respect and self-confidence. The aim is to avoid the embarrassment and self-consciousness which comes with being unable to provide for your family and relying on others to select and wrap Christmas presents for your children.

CEO Comments

"I'm so glad you all were here for me," a recent client said. It sounds so simple. But many people served by Cross-Lines are totally alone, without the strong extended family support so many of us are blessed with, including myself.

But Cross-Lines is that support system for people trying to escape poverty. Cross-Lines provides a safe haven for people to go when they are at their most vulnerable. I see every day how our compassion for the poor touches, changes and even saves lives.

Thanks to our supporters, Cross-Lines is here to help those trying to overcome what seem to be insurmountable obstacles. From the smallest deeds of a warm meal and a hot shower to helping someone escape a life of homelessness, Cross-Lines makes someone who has been through a tough time feel cared for and valued. Life change begins here.

Despite the turbulent times in our country right now, there is so much our supporters can feel good about. Our supporters are changing and saving lives every day. Our supporters have helped us build a brighter future.

Together we can marvel at the progress on our new building each day, thanks to our supporters. I encourage you to like our Facebook page so you can watch the building go up week by week. It is such a blessing to be a part of Cross-Lines during this time, and I'm grateful to share with our supporters the joy of helping those in need.

-Susila Jones, Executive Director

Leadership & Staff

Executive Director/CEO

Executive Director	Susila Jones
Term Start	Oct 2014
Email	susila@cross-lines.org

Experience

The Executive Director of Cross-Lines is Susila Jones, MSW. Susila has her Bachelor and Master degrees in Social Work from the University of Kansas. Susila has been with Cross-Lines since 2009. She began as a case manager and later became Director of Programs and Services, overseeing all client programs and services at Cross-Lines. In 2014, Susila transitioned to her current position as Executive Director. Her role in all levels of services and administration at Cross-Lines gives Susila a unique and comprehensive experience to ensure quality services for our clients and dedication to the mission of Cross-Lines.

Senior Staff

Ms. Kelley S. Carpenter

Title Director of Development & Marketing

Allen Pickett

Title Director of Operations

Staff

Paid Full-Time Staff	10
Paid Part- Time Staff	2
Volunteers	1200
Retention Rate	82%
Paid Contractors	0

Formal Evaluations

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

Plans & Policies

Organization Has a Fundraising Plan	Yes
Organization Has a Strategic Plan	Yes

Management Succession Plan	Yes
Organization Policy and Procedures	Yes
Nondiscrimination Policy	Yes
Whistleblower Policy	Yes
Document Destruction Policy	Yes

Collaborations

Cross-Lines was founded on the idea that people and organizations must work together to address issues surrounding poverty. Today, Cross-Lines continues to partner and collaborate with area organization and coalitions. A few of our partner agencies include Kansas City's Medicine Cabinet, Wyandot Center, Happy Bottoms, Giving the Basics, Harvesters, the Giving Grove, After the Harvest, and MAACLink. Additionally, Cross-Lines staff participate on many area coalitions including the Greater Kansas City Coalition to End Homelessness and the Emergency Assistance Counsel.

Government Licenses

Is your organization licensed by the government? No

CEO Comments

Board & Governance

Board Chair

Board Chair	Ron Hercules
Company Affiliation	Knit Rite
Term	Mar 2016 to Mar 2018
Email	rherc1950@yahoo.com

Board Members

Name	Affiliation
Anissa Brown	US Bank
Doug Brown	US Bank
Jim Ensz	Ensz and Jester, P.C.
Christopher Grenz	Sprint
Ron Hercules	Knit-Rite
Roger Herting	Retired CFO, Terracon Consultants
Marty Hoffey	MW Builders
Jeff McCullough	Community Volunteer
Cindy Moore	Kansas City Kansas Community College
Sandy Whitaker	Community Volunteer
Derek White	KPMG, LLP: B&L Co, LLC
Lisa Wiens	Community Volunteer

Board Demographics - Ethnicity

African American/Black	1
Asian American/Pacific Islander	0
Caucasian	11
Hispanic/Latino	0
Native American/American Indian	0
Other	0

Board Demographics - Gender

Male	8
Female	4
Unspecified	0

Governance

Board Term Lengths	3
Board Term Limits	2

Board Meeting Attendance %	90%
Written Board Selection Criteria?	Under Development
Written Conflict of Interest Policy?	Yes
Percentage Making Monetary Contributions	100%
Percentage Making In-Kind Contributions	100%
Constituency Includes Client Representation	No
Number of Full Board Meetings Annually	6

Standing Committees

Communications / Promotion / Publicity / Public Relations
 Development / Fund Development / Fund Raising / Grant Writing / Major Gifts
 Finance
 Human Resources / Personnel
 Program / Program Planning
 Special Events (Golf Tournament, Walk / Run, Silent Auction, Dinner / Gala)

CEO Comments

Cross-Lines strives to measure our efforts and programs toward achieving our mission:

To provide people in the Kansas City area affected by poverty with services and opportunities that encourage self-confidence, meet the needs of today, and provide the tools for future self-sufficiency. Our vision is that all people in the Kansas City area are treated with dignity and empowered to meet their own needs without the reliance on social services.

The Board of Directors conforms to a standard policy of three-year terms, with a maximum of two consecutive. Board recruitment works diligently for representation of different backgrounds, ethnicity, and skill sets. Annual strategic planning takes place with board members and key staff to review and ensure we are operating within our mission, to re-establish strategies for success, milestones and target dates for achievement. One successful outcome of strategic planning has involved improvements to the fundraising process. Now an established fundraising committee composed of board members and supporters meets monthly, reviews financials and reports from subcommittees, and develops strategies to achieve fundraising goals.

The Finance Committee meets monthly and reports a complete set of financials at each board meeting. All accounting is done in accordance with standard accounting principles. We have an independent Audit Committee. Our independent auditor is not associated with the accounting firm we use for our bookkeeping and management reports.

Financials

Fiscal Year

Fiscal Year Start	Jan 01, 2017
Fiscal Year End	Dec 31, 2017
Projected Revenue	\$1,257,500.00
Projected Expenses	\$1,247,405.00
Endowment Value	\$96,372.00
Spending Policy	Income Only
Percentage	0%

Detailed Financials

Revenue and Expenses

Fiscal Year	2015	2014	2013
Total Revenue	\$2,308,487	\$1,958,007	\$1,862,614
Total Expenses	\$1,470,317	\$1,535,904	\$1,573,359

Revenue Sources

Fiscal Year	2015	2014	2013
Foundation and Corporation Contributions	\$1,476,933	\$1,116,171	\$964,423
Government Contributions	\$102,877	\$105,291	\$167,812
Federal	--	--	--
State	--	--	--
Local	--	--	--
Unspecified	\$102,877	\$105,291	\$167,812
Individual Contributions	--	--	--
Indirect Public Support	\$11,754	\$35,267	\$45,570
Earned Revenue	\$150,885	\$146,680	\$128,176
Investment Income, Net of Losses	(\$2,206)	\$71	\$2,016
Membership Dues	\$0	\$0	\$0
Special Events	\$151,029	\$159,242	\$137,730
Revenue In-Kind	\$415,852	\$395,177	\$405,966
Other	\$1,363	\$108	\$10,921

Expense Allocation

Fiscal Year	2015	2014	2013
Program Expense	\$1,153,761	\$1,269,247	\$1,246,500
Administration Expense	\$219,726	\$141,192	\$162,851
Fundraising Expense	\$96,830	\$125,465	\$164,008
Payments to Affiliates	--	--	--
Total Revenue/Total Expenses	1.57	1.27	1.18
Program Expense/Total Expenses	78%	83%	79%
Fundraising Expense/Contributed Revenue	6%	9%	12%

Assets and Liabilities

Fiscal Year	2015	2014	2013
Total Assets	\$3,016,622	\$2,214,031	\$1,833,552
Current Assets	\$1,856,827	\$1,062,484	\$618,422
Long-Term Liabilities	\$0	\$0	\$0
Current Liabilities	\$31,617	\$63,905	\$105,529
Total Net Assets	\$2,985,005	\$2,150,126	\$1,728,023

Short Term Solvency

Fiscal Year	2015	2014	2013
Current Ratio: Current Assets/Current Liabilities	58.73	16.63	5.86

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	--	--	--
Second Highest Funding Source & Dollar Amount	--	--	--
Third Highest Funding Source & Dollar Amount	--	--	--

Capital Campaign

Currently in a Capital Campaign?	No
Goal	\$0.00
Capital Campaign Anticipated in Next 5 Years?	No

Foundation Comments

- FY 2015, 2014, 2013: Financial data reported using IRS Form 990.
- Foundation/corporate revenue line item may include contributions from individuals.