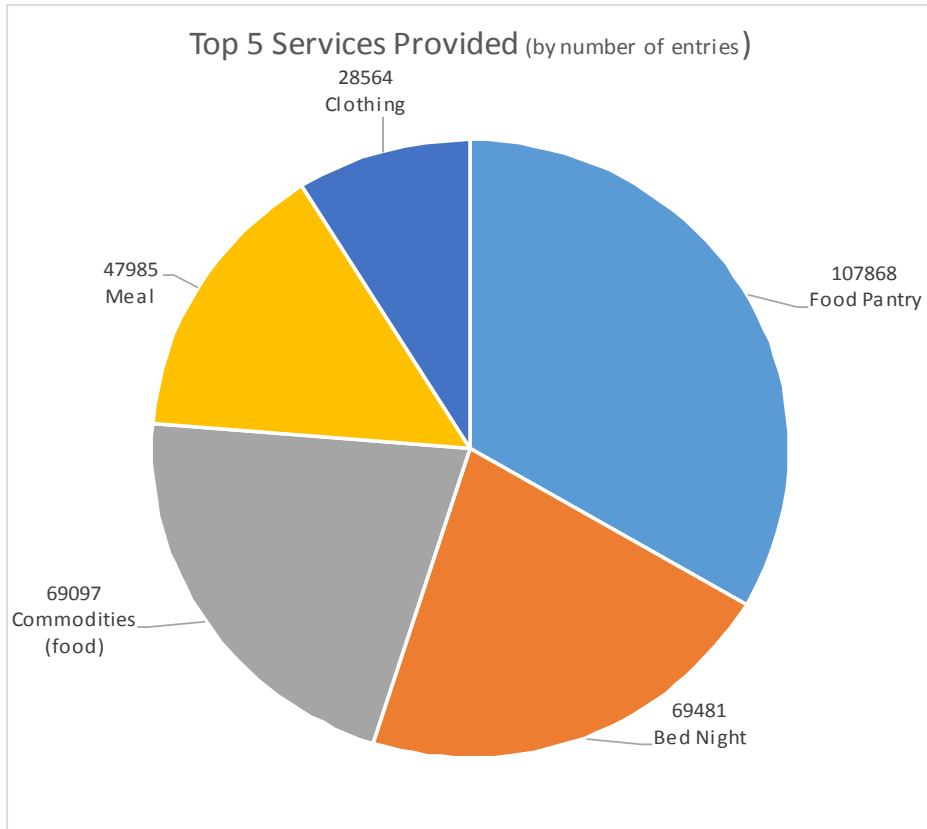


MAACLink News

January 1, 2018—December 31, 2018

In 2018, MAACLink agencies in the Kansas City area provided almost 600,000 services for nearly 53K households with a value of over \$20 million.



- ◆ MAAC staff facilitated 40 CRC (Community Resource Connection) meetings in Jackson, Clay and Platte on the Missouri side, and Johnson and Wyandotte on the Kansas side. Our Google Group Listserv has over 700 members who share information about programs, services and potential resources.
- ◆ MAAC provided 5 Strengths Based Case Management classes to 24 individuals from 9 different agencies.
- ◆ MAAC puts on an Annual Conference for service providers every September. In 2018, we offered 20 workshops to 142 registrants from 48 agencies.
- ◆ MAAC staff collaborated with Jewish Family Services and their social work interns to organize a day of fun and self-care for front-line workers—the annual Case Managers’ Retreat. 30 attendees from 8 different agencies participated.

Mid America Assistance Coalition

Jan 1—Dec 31, 2018

- > 579,801 services recorded in MAACLink
- > Total value of services provided: \$20,414,013
- > 52,669 Households
- > 73,167 Adults
- > 50,276 Children
- > 17,174 Older Adults

United Way 2-1-1 reported a total of 68,992 calls for assistance in 2018 in the 5 county metropolitan area.

Top 5 Needs

- Utility assistance: 30,633
- Rent assistance: 6,493
- Food pantry: 4,429
- Shelter: 3,618
- Tax prep: 3,172

26% of callers needing assistance are employed full-time; 14% employed part-time.

Number of Calls by County

- Jackson (MO): 50,695
- Wyandotte (KS): 6,426
- Clay (MO): 5,306
- Johnson (KS): 5,097
- Platte (MO): 1,468

Details of Top Services Provided (by instance)

SERVICE	DOLLAR VALUE	HOUSEHOLDS	INDIVIDUALS
Food Pantry/Groceries	\$6,805,897.29	29,369	254,305
Bed Night	\$53,445.00	1,264	175,779
Commodities (food)	\$1,734,668.70	19,731	155,905
Meal	\$180,980.50	572	152,412
Clothing	\$728,455.18	10,688	58,846



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Service Community through
Information Systems,
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Top 5 Services Provided (by dollar amount)

SERVICE	DOLLAR VALUE	ENTRIES	INDIVIDUALS
Food Pantry/Groceries	\$6,805,897.29	107,868	254,305
Commodities (food)	\$1,734,668.70	69,097	155,905
Utility—Electric	\$1,542,995.12	9,287	24,043
Housing—Rent	\$975,717.97	2,574	6,323
Clothing	\$728,455.18	28,564	58,846

REASON FOR SERVICE

There are currently over 70 possible reasons for service listed in MAACLink and only a handful of agencies that ask their clients and then record that data. Analyzing this information can help agencies develop and streamline programming, support ongoing work you do, and answer questions from funders. Many of the individuals with whom you work are likely to experience multiple reasons, but only one can be selected. Some examples include “government subsidy too low”, “first paycheck—pending” and “insufficient child support”.

Top 5 Reasons	Number of Clients	Bottom 5 Reasons	Number of Clients
Fixed Income	4,879	Shelter-discharge	1
Non-liveable wage	3,217	Lost benefit card	1
No Income	1,067	Unaffordable housing	2
Seeking Employment	985	Shelter– abuse	2
Budgeting Issues	978	Weather or natural disaster	2

DID YOU KNOW?

As a participating MAACLink KC agency, you can receive FREE ongoing MAACLink training sessions at our office (for any new MAACLink users or existing users who need refreshers).

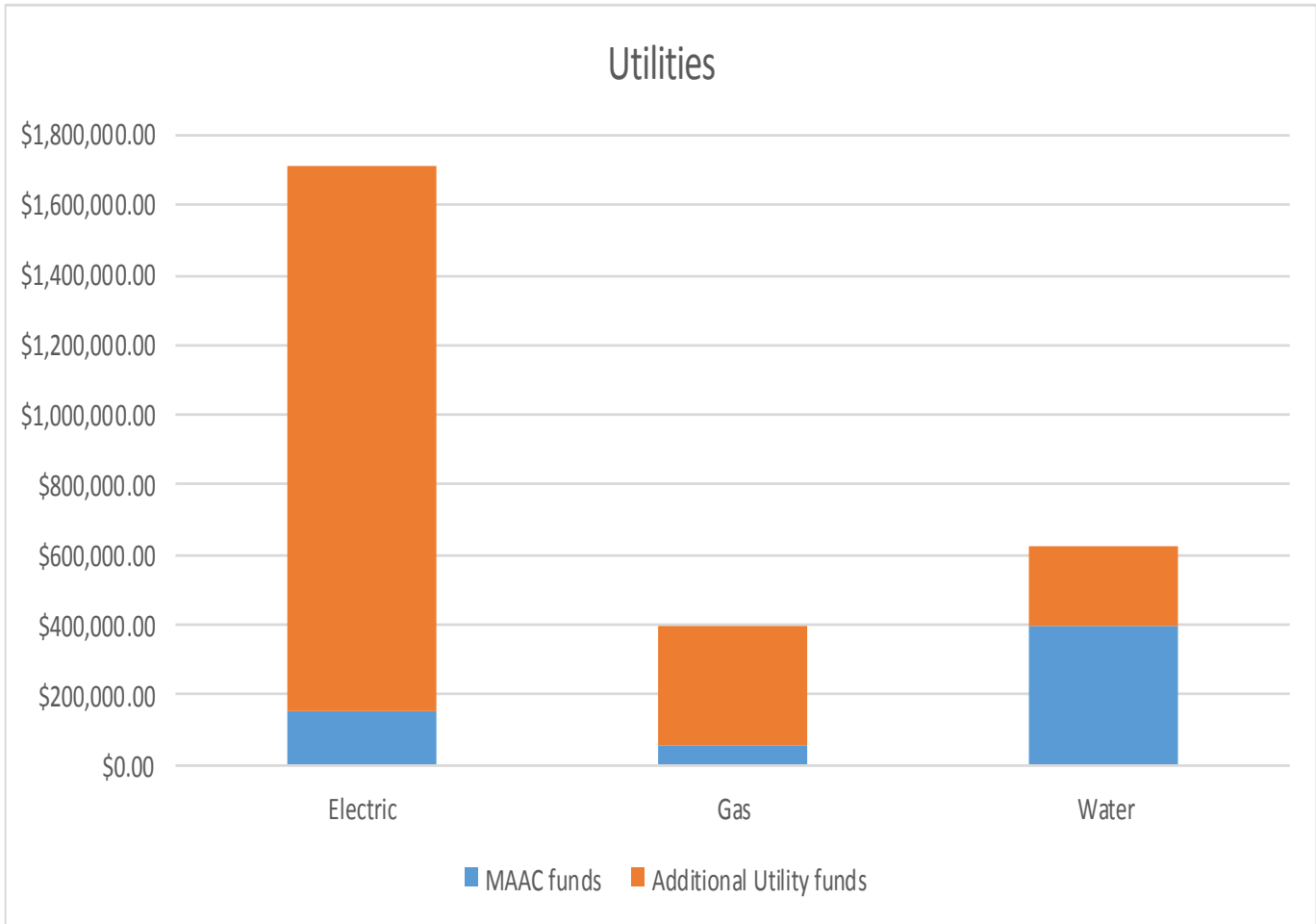
Ultimately, we're here to help you feel comfortable using MAACLink, and you are always welcome to utilize our FREE phone/email support, too!

If you are interested in scheduling a MAACLink training session, contact Jill at jgillespie@maaclink.org or 816-561-2727 #112.

In 2018, 9,271 Households were assisted with \$2,733,716.48 in Electric, Gas, and/or Water Utilities. This included 9,667 children in those households and 2,652 older adults for a total of 23,868 unduplicated individuals who received this utility assistance.

Mid America Assistance Coalition

Strengthening the Social Service Community through Information Systems, Training, and Advocacy



Did You Know?

If you are working with funds in the MAACLink system that require your clients to meet a certain level of poverty, it is best that you obtain current financial information on that client. MAACLink is able to calculate the poverty level for that household to help you determine the type of assistance you can provide. Please note that financial assessments are only good for 30 days. For example, if you provide financial information as of 1/2/19, that information will not be calculated to determine poverty level after 2/2/19. This does not mean you can't assist your clients, only that financial information will not be attached to that service. Collecting current information for your client base will allow accurate information to be provided through MAACLink reports.

Reminder

MAAC places the highest priority on the privacy and security of every client's personal information, and one of the ways we help to ensure that their data is kept secure is through training users. Please remember that only individuals who have received the proper training and have been issued their own login information are permitted to access MAACLink.

If you have new employees, interns, or volunteers who need a MAACLink user account, please complete a New User Form (found on our website—maaclink.org) and contact us at jgillespie@maaclink.org or 816-561-2727 #112 to get the training process started.

We generally offer at least one Emergency Assistance New User training every week, but they can fill up quickly, so now's the time to start looking at your upcoming training needs.

Mid America Assistance Coalition

Strengthening the Social Service Community through Information Systems, Training, and Advocacy

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E-mail: maacinfo@maaclink.org

HOLIDAY SERVICES

In 2018, agencies provided 23,604 holiday services to 11,159 unduplicated households. MAACLink currently lists services for Easter, Hanukkah, Thanksgiving and multiple options for Christmas.



SERVICE	UNITS	VALUE	HOUSEHOLDS	ADULTS	CHILDREN	SENIORS
EASTER	341	\$7,565	192	384	480	24
THANKSGIVING	3,388	\$143,692	2,454	2,986	2,747	1,068
CHRISTMAS	36,647	\$2,019,848	20,588*	28,218	36,291	5,416

*This number is not unduplicated. Eg. the same household likely received services for Christmas Application, Christmas Basket, Christmas Food, Christmas Toy, etc.