



# Investment Connection Response to COVID-19: Oklahoma

May 6, 2020



Welcome

## Overview

- Neutral platform - <http://funders.investmentconnection.org>
- ~675 proposals online, \$36.7 million in connections
- ~500 views per month

## Presenters

- Audited or reviewed financials, CRA eligible proposal
- Project vetted for CRA consideration – *if documented correctly*
- Various sectors, locations, clients

## Process

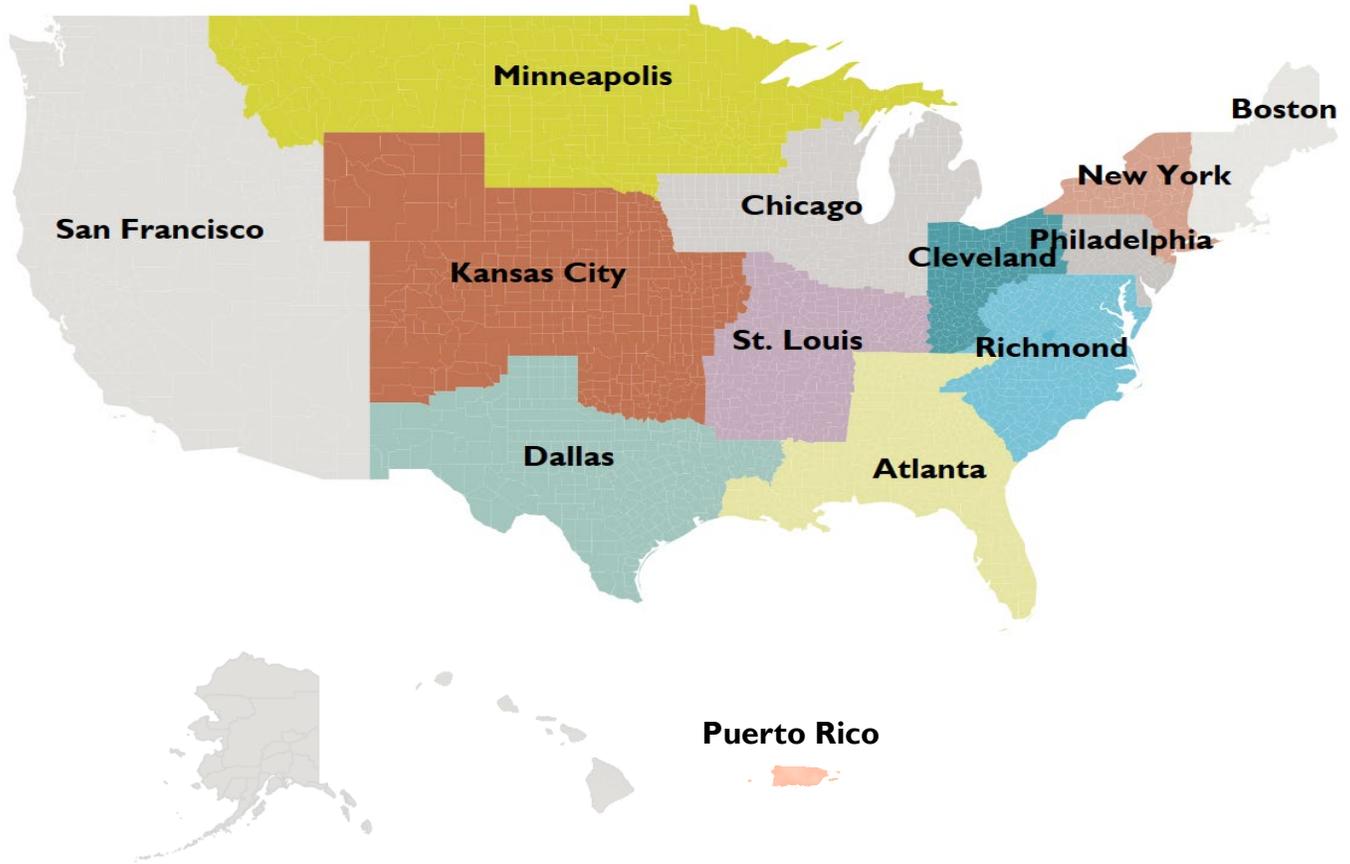
- 7 minute presentation, 3 minute Q&A
- Mark your interest on the Funder Response Form
- You receive contact info for all proposals of interest
- Presenters receive contacts for everyone expressing interest
- Federal Reserve follows-up with organizations on connections

*The Funder Response Form makes the connection –  
it is not a commitment to fund.*

Expansion of Investment Connection in 2019

Federal Reserve Banks of:

- Atlanta
- Cleveland
- Dallas
- Minneapolis
- New York
- Richmond
- St. Louis





Response Forms

Evaluation Forms



## **The Salvation Army COVID-19 Response in Metro Tulsa**

Major Mark Harwell, Area Commander  
The Salvation Army – Tulsa Area Command

# MISSION OUTREACH

## **Serving Those Most Vulnerable – The Homeless & Hungry**

- Emergency Shelter
- Meals & Nutrition

## **Serving Those Most At Risk – The Working Poor**

- Emergency Financial Assistance

## **Serving Those Most Needed – Essential Workers**

- Boys & Girls Club Childcare for Essential Worker Families
- Meals & hydration for health workers operating COVID-19 testing site

## **Serving Those Most Insecure – The Elderly**

- Emotional & Spiritual Care
  - Compassionate reassurance phone calls
- Food/meal delivery



DOING  
THE MOST  
GOOD  
TULSA METRO  
AREA COMMAND

# MISSION IMPACT

## The Homeless

- Emergency Shelter for 259 individuals
- 12 homeless families “sheltered in place”
- Emergency Shelter for 55 men at temporary location

## The Hungry

- 836 grab-and-go meals served daily

## The Working Poor

- Utility bill payments for at least 150 families

## Essential Workers

- Boys & Girls Club Childcare for 50 children (ages 5 to 12) from essential worker families
- 820 meals, 2,000 bottles of water for COVID-19 test site workers

## The Elderly

- Over 1,000 compassionate reassurance phone calls have been made



DOING  
THE MOST  
GOOD  
TULSA METRO  
AREA COMMAND

# MISSION SUPPORT - FUNDING REQUEST

The Salvation Army is requesting \$75,000 to support direct outreach and mission sustaining activities for those adversely affected by COVID-19 in the Tulsa, Oklahoma metro area.

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## Funding Breakdown

Emergency Financial Assistance/Utility Bill Payments	\$30,000
Food & Serving Supplies to support grab-and-go meals	\$15,000
Additional staffing for supervision of expanded and temporary emergency shelter areas	\$15,000
Staffing and program expenses for Boys & Girls Club childcare at Centers for Disease Control recommended ratios (1:3)	\$15,000

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DOING  
THE MOST  
GOOD  
TULSA METRO  
AREA COMMAND

# INVESTMENT CONNECTION

Community Development Investment and Lending Partnership

## Organization Background

### **Name Of Organization**

The Salvation Army

### **Mission Statement**

The Salvation Army, an international movement, is an evangelical part of the universal Christian church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.

### **Overview Of Organization**

The Salvation Army Tulsa Area Command serves over 30,000 individuals annually across 8 main services. 1) An emergency shelter (The Salvation Army Center of Hope) that feeds guests and provides overnight housing; 2) a 2-year transitional housing program for individuals and families that fosters self-sufficiency skills; 3) emergency financial assistance as a proactive measure to prevent homelessness; 4) holistic programming to children and youth via five Boys and Girls Clubs; 5) offering healthy lifestyle choices and social engagement for adults via our community center programs, including programs specifically designed to serve seniors; 6) responding to human needs during emergency disaster situations locally and regionally; 7)

meeting needs at Christmas via gift giving and food distribution; 8) providing summer camp programs for kids.

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[www.salarmytulsa.org](http://www.salarmytulsa.org)

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## Proposal Information

**Proposal Title**

The Salvation Army COVID-19 Response in Metro Tulsa

**Support  
Request**

Investment/Grant

**Requested Dollar  
Amount**

75000

**Please list other Significant Partners in the  
Proposal**

Tulsa Area United Way/Tulsa Community Foundation - \$75,000 City of Tulsa - \$24,400 The  
Zarrow Family Foundations - \$25,000

**Proposal  
Description**

The Salvation Army is modifying and expanding our services to meet the need of our community in response to the COVID-19 event. At our Center of Hope (COH), we have instituted protocols to allow us to continue service to the homeless and indigent while keeping our staff and those we serve safe. These include extra cleaning and disinfecting

around the clock, rearranging sleeping spaces for overnight shelter to maintain proper social distancing, bringing on additional temporary staff (including additional security) to help manage the increased workload, and creating an online application process for those needing emergency financial aid (EFA) to both expedite the process and reduce in-person interactions. In collaboration with the City of Tulsa and the Tulsa Day Center, we are opening a temporary satellite facility to serve as an additional shelter location to allow for greater social distancing while still being able to serve all that are in need of emergency shelter. We are also working with Oklahoma state authorities to open up one of our Boys & Girls Club sites to provide day services, including facilitating distance learning, to children of essential services personnel such as first responders and medical personnel. We are coordinating with state and local health authorities as well to ensure adherence to procedures for use of protection equipment, temperature screenings, and social distancing to keep these children and our staff safe. Additionally, we have partnered with United Way and Tulsa Community Foundation to provide additional financial assistance outside of our own EFA program for those specifically impacted by COVID-19, serving as the primary agency for utility assistance in Tulsa in their community response plan. The COVID-19 event has impacted The Salvation Army financially. In line with recommendations from the Tulsa Health Department and the CDC, we have suspended our regular programming at our Boys & Girls Clubs and community centers as well as our fundraising events, which has impacted us significantly through lost revenue from events as well as memberships and program fees – with a projected loss of \$196,680 through May of income that would support our operations and services, not

including the costs of the added services and precautions being put in place. Nonetheless, The Salvation Army is committed to helping those in need and to answering the call in service to our community throughout the duration of the COVID-19 disaster event.

**Issues Addressed (check all that apply)**

Community Services and Facilities, Disaster Relief

**Geographic Impact**

County-wide

**State**

Oklahoma

**Oklahoma Counties**

Creek, Okmulgee, Rogers, Tulsa, Wagoner

**Population Served**

The populations being served would be homeless persons served at our main shelter location and our satellite location run in conjunction with the city, those with documented need and income loss due to the COVID-19 event who need emergency financial assistance, and the school-age children of essential services personnel who will be served at our Salvation Army Boys & Girls Club in Sand Springs.

**Population Income by Area Median Income (AMI) and other identifiers (percentage of Free and Reduced Lunch for youth or designated "Disaster Area" or designated "Distressed or Underserved"**

The primary populations being served would be homeless persons, who are a federally designated low-income/distressed population, children of essential services personnel that have been displaced from schools due to the COVID disaster (as all Oklahoma counties, including the counties that would be served under this proposal, have been declared to be in a state of emergency due to the COVID disaster by the Governor of Oklahoma), and those with documented need and income loss due to the COVID-19 disaster event.

**Anticipated Outcomes/Impact**

This program would assist more than 300 individuals per day through services provided at The Salvation Army Center of Hope and our Boys & Girls Club site. Additionally, at minimum 150 families would receive financial assistance for COVID-related financial emergencies through our partnership program with Tulsa Area United Way and the Tulsa Community Foundation. The impact of these services would be manifold - ensuring that our most vulnerable populations are able to have access to needed food and shelter while safeguarding their well-being by decreasing COVID-19 related risk, that the children of our essential services personnel such as first responders and medical personnel are able to have a high-quality distance learning experience, support, and a place to belong while their parents are on the front lines of the pandemic response, and that those experiencing financial emergencies due to the COVID-19 disaster event are able to remain in their homes and prevent them from becoming homeless.

**Describe evaluation methods used to measure success**

Success will be measured in the following ways: 1) for emergency financial assistance, the disbursement of all funds earmarked for COVID-19 related assistance; 2) for shelter services, the maintaining of sufficient staffing levels to ensure continuation of our capacity to provide shelter and feeding services at our main facility as well as our temporary shelter location; 3) for our services for children of essential services personnel, the maintaining of sufficient staffing levels to be able to accommodate up to 50 children at our Boys & Girls Club facility.

**Project Time Frame - Is your request for an existing or new program**

Existing Program

Other  
Supporting  
Documentation

**File  
Download**

N/A



## **Emergency Housing Assistance and Homeless Services**

Greg Shinn, Associate Director and Chief Housing Officer  
Mental Health Association Oklahoma

# Serving People at Risk During COVID-19

Mental Health Association Oklahoma

May 6, 2020

Greg Shinn, Associate Director and Chief Housing Officer



## Who is Mental Health Association Oklahoma (MHAOK)?

- ❖ A statewide organization that provides housing, advocacy and support to people experiencing mental illness
- ❖ The largest non-profit provider of mixed population and special needs affordable housing in Oklahoma with nearly 1,500 units in Tulsa and Oklahoma City
- ❖ A nationally recognized “Housing First” provider to those at risk of homelessness or who are experiencing homelessness due to a mental illness or other disabling conditions, including families and individuals

# Serving People at Risk During COVID-19

## Our Need:

- ❖ **Emergency Housing Assistance** who have lost income due to COVID-19 and are at risk of homelessness
  - At least 10% of our renter households (150) cannot pay rent due to lost income
  - As many as 300 persons are impacted
  - Loss of over \$100,000 in rental income to MHAOK
  
- ❖ **Social Distancing and Isolation** for our most at risk households
  - 225 renters are particularly vulnerable to COVID-19 at three 24 hour staffed, intensive services locations
  - Need for funds to reserve hotel/motel rooms to isolate those who test positive for COVID-19 or social distancing due to worsening mental health
  
- ❖ **Prevention of COVID-19 Spreading** among homeless population
  - Working with other organizations through homeless outreach teams to identify and move into appropriate housing or shelter those who are homeless and test positive
  - Need for funds to support case management and services for a temporary shelter and to reserve other housing as needed

# Serving People at Risk from COVID-19

## Our Ask:

### ❖ \$125,000

- Replace at least 2 months of rental income and provide emergency assistance to 150 households
- Prevent the spread of COVID-19 among vulnerable residents and the homeless population enhancing opportunities for social isolation and decreasing community spread

### ❖ Questions, Interested in Funding or Learning More?

- Contact: Greg Shinn, 918-850-6685, [gshinn@mhaok.org](mailto:gshinn@mhaok.org)



# INVESTMENT CONNECTION

Community Development Investment and Lending Partnership

## Organization Background

### **Name Of Organization**

Mental Health Association Oklahoma

### **Mission Statement**

The Association's statewide work is dedicated to promoting mental health and the equity of access to mental health care through advocacy, education, research, service, and housing.

### **Overview Of Organization**

Our work includes housing, mental health education, support groups, pro bono counseling, mental health screening and referral, suicide prevention, peer-to-peer recovery services, employment readiness, community health and wellness initiatives, and criminal justice advocacy. The Association's housing program utilizes a Housing First model that provides immediate access to safe, decent, and affordable housing for individuals who have experienced mental illness, homelessness and substance use.

### **Website**

[www.mhaok.org](http://www.mhaok.org)

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**Proposal  
Information**

**Proposal Title**

Emergency Housing Assistance and Homeless Services

**Support  
Request**

Investment/Grant

**Requested Dollar  
Amount**

125000

**Please list other Significant Partners in the  
Proposal**

A Way Home for Tulsa (AWH4T) Continuum of Care- AWHFT is a collaboration of 30 agencies that provide services to the homeless or those at risk of becoming homeless in Tulsa. They attempt to avoid the duplication of services through coordination in the Homeless Management Information System (HMIS). MHAOK is a key provider of housing and services in this collaborative. Housing Solutions- Housing Solutions is a new non-profit charged with strategic planning and grant writing to enhance local Continuum of Care funds awarded by HUD to Tulsa to increase the provision of supportive housing developments. MHAOK has a very strong strategic relationship with this new entity. Journey Home Oklahoma City Continuum of Care- Journey Home Is a collaboration of multiple agencies that provide services to the homeless or those at risk of becoming homeless in Oklahoma City. The continuum operates with the City of Oklahoma City providing staff support. They attempt to avoid the duplication of services through coordination in the Homeless Management Information System (HMIS). MHAOK is a key provider of housing and services in this collaborative. Homeless Alliance- The Homeless Alliance is a large organization for homeless

services and strategic planning in Oklahoma City. MHAOK has collaborated on multiple initiatives with them. They operate West Town, a campus that includes SRO (single room occupancy) units, a day center and shelter, and provide a variety of supportive services.

**Proposal  
Description**

Mental Health Association Oklahoma (MHAOK) owns and leases over 1,450 units of affordable multi-family housing in Tulsa and Oklahoma City. Over 25% of these units are occupied by households that either have been or are at risk of becoming homeless, many due to a mental illness. Many of these households are employed in low paying service industry jobs, including the food and beverage sector. With the COVID-19 pandemic closing most of these employers, or restricting their services, most have laid off or furloughed the vast majority of their staff. As a result, it is anticipated that many of our renters will not be able to pay their rent if the economic downturn drags on. Our analysis shows that we could have a loss of rental income of at least 10%. We are requesting funding for rental assistance for these residents for two months. In addition, MHAOK operates three properties that are semi-congregate living. Two are for persons that have a severe mental illness, have been homeless and require the presence of 24 hour staffing and intensive services. One is transitional housing for youth aging out of the foster care or juvenile justice systems. Since these individuals have communal meals and extra social interaction than our other apartment dwellers, there is a high risk from COVID 19 to these residents. Many also already have compromised immune systems. The highest risk comes from the potential for a person that is positive for COVID 19 to infect other residents and staff. In addition, due to the additional stress of the pandemic,

the chance of them having a major mental health episode that could threaten other residents or staff has also increased. Funds are requested to allow MHAOK to reserve hotel/motel rooms, or other appropriate space as needed, to isolate or allow social distancing for residents that may have been exposed to or are showing symptoms of COVID 19 or have had a mental health episode requiring isolation. Lastly, MHAOK continues to work with the homeless to get them placed in permanent supportive housing. This need continues and has increased with COVID 19 because of the danger of widespread community transmission in this vulnerable population with compromised immune systems. Funding is requested for MHAOK to reserve hotel/motel rooms, or other appropriate space as needed, to isolate or allow social distancing for those that have been exposed to or are showing symptoms of COVID 19 to limit community transmission.

**Issues Addressed (check all that apply)**

Affordable Housing, Disaster Relief, Other

**Other  
Description**

COVID 19 Emergency Funding for Rent Assistance and Homeless Services

**Geographic  
Impact**

State-wide

**State**

Oklahoma

**Oklahoma  
Counties**

**Population Served**

Homeless, formerly homeless and those at-risk of becoming homeless due to low incomes and/or a mental illness or related condition.

**Population Income by Area Median Income (AMI) and other identifiers (percentage of Free and Reduced Lunch for youth or designated "Disaster Area" or designated "Distressed or Underserved"**

Well below 30% of AMI to 60% of AMI. Many are below 10% of AMI. Nearly all are considered to be very low or extremely low income.

**Anticipated Outcomes/Impact**

Three outcomes or impacts are anticipated if requested funding is received: The Association is able to provide emergency housing rental assistance to those who have lost income and can no longer pay rent due to COVID 19, resulting in all impacted residents remaining housed as long as the economic downturn continues. The Association is able to provide hotel/motel rooms, or other appropriate space, on an as needed basis for residents of our 24 hour properties to isolate any residents who test positive for COVID 19 or experience a mental health episode due to stress from the pandemic. The Association is able to provide hotel/motel rooms, or other appropriate space, on an as needed basis to limit the spread of COVID 19 among the vulnerable homeless population.

**Describe evaluation methods used to measure success**

Four quantitative methods of evaluation are proposed: The number of resident households that receive emergency rental assistance allowing us the financial support to continue housing them until economic conditions improve. The number or % of resident households that remain in our housing through the end of 2020 despite a significant loss of income making rent payment difficult due to economic conditions. The number of residents that test positive for COVID 19 at our three 24 hour sites. The number of homeless individuals testing positive or exhibiting symptoms for COVID 19 that are isolated in hotel/motel rooms or other appropriate space to limit community transmission in the homeless population.

**Project Time Frame - Is your request for an existing or new program**

Existing Program

Other  
Supporting  
Documentation

**File  
Download**

N/A



## **Homeless Prevention Initiative**

Jeff Jaynes, Executive Director  
Restore Hope Ministries

## Eviction Crisis Worsened by COVID-19

- Tulsa, OK has the 11<sup>th</sup> highest eviction rate (7.77%) in U.S.  
(Eviction Lab, Princeton University)
  - 550+ evictions filed in Tulsa County since local moratorium
- Oklahoma 45<sup>th</sup> in COVID-19 eviction prevention policies  
(Eviction Lab, Princeton University)
- Top cause for eviction filing is past-due balance
- Record unemployment claims in OK
  - 225,000+ initial claims since 3/21
- Eviction leads to homelessness & community instability
  - During COVID-19 this also adds to existing public health crisis

## Restore Hope is Uniquely Prepared to Respond

- Emergency rental subsidies for unexpected loss of income
- Only significant eviction prevention program in Tulsa County
- 20+ years experience with >99% success rate
- COVID-19 Response Team
  - Tulsa Area United Way and Tulsa Community Foundation
  - Restore Hope selected as lead agency for eviction crisis portion
  - Funds reserved for losses directly connected to COVID-19 pandemic

## Will You Help?

- \$75,000 in local seed funding
- Over 550 pending Tulsa County eviction cases – families need help to maintain housing stability
- \$1,000 max per family served
- **Restore Hope is asking partners to donate \$75,000 to match our local COVID-19 Relief seed funding and double our capacity to prevent eviction for families in Tulsa County.**

Contact: Jeff Jaynes, Executive Director, Restore Hope Ministries  
2960 Charles Page Blvd, Tulsa, OK 74127  
[jjaynes@restorehope.org](mailto:jjaynes@restorehope.org) (918) 582-5766

# INVESTMENT CONNECTION

Community Development Investment and Lending Partnership

## Organization Background

### **Name Of Organization**

Restore Hope Ministries

### **Mission Statement**

Our mission is to restore families in financial crisis to economic and spiritual vitality.

### **Overview Of Organization**

Restore Hope Ministries is a nonprofit social service agency in Tulsa, Oklahoma that serves to meet the most basic needs for families in crisis like housing stability, nutritious groceries, critical hygiene items, and essential school supplies. In doing so, we are working to close socio-economic opportunity gaps so that the families we serve can renew their self-sufficiency and become vital, contributing members of the community. Restore Hope's two most prominent programs are the Homeless Prevention Initiative and the food choice pantry. Our Homeless Prevention Initiative provides emergency rental assistance, resource coordination, and tenant rights advocacy for households who have experienced an unexpected loss of income. It has become one of the most successful homeless prevention programs of its kind in the nation with a consistent success rate for preventing homelessness and maintaining housing stability above 99%. The nationwide average for similar programs is 70%. The Restore Hope food pantry of choice provides nutritious groceries and basic hygiene items that are

customized to each family's size and their personal preferences. Our food options focus on fruits, vegetables, proteins, and healthy grains to support nutrition while relieving hunger.

Thanks to generous community partnerships, our food pantry is able to supplement the basic shelf-stable cans and boxes with fresh produce from local farmers, locally raised and butchered meats, as well as safe and edible rescued foods from area grocers. Restore Hope also maintains a seasonal on-site garden to provide the freshest possible foods for our neighbors. We are proud of what we do and believe that our success rate speaks for itself.

When our clients return to us after their crisis to help others and pay-it-forward, we see that we are truly meeting our mission to restore families to vitality. Debra, whose husband had unexpectedly lost his job, wrote to us, "I've never been one to ask for help, but when I needed it most, you were there...Restore Hope is a perfect name for the organization because that is what you did for me."

**Website**

[www.restorehope.org](http://www.restorehope.org)

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**Proposal  
Information**

**Proposal Title**

Homeless Prevention Initiative

**Support  
Request**

Investment/Grant

**Requested Dollar  
Amount**

75000

**Please list other Significant Partners in the Proposal**

Tulsa Community Foundation, Tulsa Area United Way, Community Service Council and 2-1-1, Legal Aid Services of Oklahoma, Tulsa Health Department

**Proposal Description**

One of the root causes of family homelessness is an inability to afford rent, which leads to eviction from their home. According to Eviction Lab, a nationwide research project at Princeton University, Tulsa has the 11th highest eviction rate in the United States. The COVID - 19 crisis has exacerbated this problem with record unemployment claims and widespread economic stress. Despite a moratorium on court hearings for evictions in Tulsa County, most landlords have not stopped rent collection efforts and continue to charge late fees. As a result, arrearage accumulates despite the tenants' lost incomes and landlords are responding by filing for eviction on those tenants. Over 500 evictions have been filed in Tulsa County since March 16th when the courts suspended all hearings. When the courts reopen in the coming months to process the evictions that have been filed, hundreds or even thousands of families will face eviction, homelessness, and all of the secondary financial implications.

Restore Hope's Homeless Prevention Initiative will provide emergency rental assistance and case management services to Tulsa County families who have had an unexpected loss of income due to the COVID-19 crisis and are on the verge of homelessness. This program will assist families in keeping their home and regaining stability. We interview each applicant to

determine the cause of their crisis and then work with eligible applicants to determine the best way to help. If we are able to offer rental subsidies, we negotiate necessary payment directly with the landlord. In addition, we provide supportive services and other resources to give them the best chance for success. Those supportive services provide the tools the family needs to move beyond their crisis to self-sufficiency. Although Restore Hope cannot prevent every instance of homelessness, we are working diligently to prevent homelessness for a portion of the population who is at risk of entering homelessness due to unexpected financial hardship through no fault of their own, which is especially true in this global crisis.

**Issues Addressed (check all that apply)**

Affordable Housing, Disaster Relief, Stabilization and Sustainability

**Geographic Impact**

County-wide

**State**

Oklahoma

**Oklahoma Counties**

Tulsa

**Population Served**

This program will serve Tulsa County residents who rent their home and have had an unexpected loss of income due to the COVID-19 crisis. These households are at high risk of becoming homeless if their landlords evict them due to unpaid rent.

**Population Income by Area Median Income (AMI) and other identifiers (percentage of Free and Reduced Lunch for youth or designated "Disaster Area" or designated "Distressed or Underserved"**

The population served by this program have incomes less than 50% of the Area Median Income (AMI). Families with children are eligible for free or reduced price school lunches. All households served by this program reside in a designated disaster area and are designated as distressed or underserved.

**Anticipated Outcomes/Impact**

Our goals are to 1) prevent homelessness and 2) restore housing stability and self-sufficiency. With those goals in mind, this project will not only help Tulsa area families, it will have a stabilizing economic and public health impact on the Tulsa community. Goal 1: Homeless prevention through emergency rental assistance to help people on the brink of eviction is a key part of the community-wide strategy to end homelessness. We aim to continue our 99% success rate in preventing households from entering the homeless shelter system within one year of receiving emergency rental assistance from Restore Hope. (Currently, the national average success rate for similar programs is 70%.) Goal 2: Maintaining current housing is a critical stabilizing factor in achieving self-sufficiency. Our goal is for 95% of those families to maintain their current housing for at least one month and 90% for 3 months after receiving emergency rental assistance from Restore Hope.

**Describe evaluation methods used to measure success**

We will see success when the families who receive assistance through our program are able to nullify eviction notices at their current residence for at least one month, giving them time to evaluate income changes and plan for stable housing. We measure this outcome through follow-up letters and surveys sent to client families and the USPS return service. If a client cannot be reached by mail, we utilize alternative means of communication (phone, e-mail) to determine the family's housing status. We also use the Homeless Management Information System (HMIS) from the Community Service Council to verify that the families we serve do not become homeless after they receive our assistance.

**Project Time Frame - Is your request for an existing or new program**

Existing Program

Other  
Supporting  
Documentation

**File  
Download**

N/A



## **Counseling and Recovery Services of Oklahoma**

Andre Campbell, Clinical Director  
Counseling and Recovery Services of Oklahoma, Inc.

# Who We Are

- Community Mental Health Center contracted with ODMHSAS
- Mission/Goal: Building better lives through our services
- We serve *7,000* people in the Tulsa area
- Uninsured, underinsured, and insured regardless of ability to pay
- Three sites:
  - (Tulsa) Main offices
  - (Sand Springs) Rural office
  - CALM Center
- Sanctuary Community/Trauma-Informed
  - 7 commitments: Nonviolence, Open Communication, Democracy, Emotional Intelligence, Social Learning, and Social Responsibility

# Demographics

- 1 in 4 Tulsans suffers from a mental illness
- Those with mental illness/addiction die 27 years earlier than other Oklahomans
- People still struggle with how and where to get help
- Barriers to offering services
  - Waitlist
  - Client technology
  - Decreased staffing
- Effects of COVID-19 could last for the next 12 months:
  - Increase in depression, anxiety, substance abuse, and suicides

**Counseling & Recovery** 

SERVICES OF OKLAHOMA 

Certified Sanctuary Community

# Outpatient Services

- Provides therapy, case management, and crisis stabilization to children and adults:
  - In our offices
  - Embedded and contracted in 3 school districts, contracted with 1 district
  - Community
- EBPs: CCP, WRAP, Play Therapy Trojan Sanctuary
  - *Helped 127 children*
- Medication assistance program
- On-site pharmacy
- Transitional Housing Program

# COVID-19 Response

- We have remained open
- Our organization's day-to-day activities look different
- Implemented new protocols to keep everyone safe and healthy
- Moved all appointments to telephonic services immediately, while researching telehealth/med platforms and equipment
- *Functionality vs Normalcy*
- Worked tirelessly with other programs and community partners to provide support to our clients

**Counseling & Recovery** 

SERVICES OF OKLAHOMA 

Certified Sanctuary Community

## COVID-19 Impact

- Unexpected and Increased cost for technology and PPE Supplies
  - \$6,846.27
- Limited Access/ Effectiveness
  - Staff not allowed to return to school to collect materials
  - Keeping children engaged over the phone and video call is difficult
  - Decrease in number of clients=decline of funding

## Request

- We are requesting \$40,000
- **Plan:**
  - Help clients gain access to technology such as; 30 iPhone SE (\$11,970) and 30 iPads (\$13,799) + data plan (\$2,160 for 24 months for both)
  - Help clients replenish basic needs and supplies like groceries, etc. (\$50/packs)
  - Help to off-set the cost for new and updated telehealth equipment
  - Help provide PPE for clients and staff when we reopen the facility
- Relieve pressure from current budget
- Operational costs of the Outpatient Services
  - \$268,832.39



Certified Sanctuary Community

# INVESTMENT CONNECTION

Community Development Investment and Lending Partnership

## Organization Background

### **Name Of Organization**

Counseling & Recovery Services of Oklahoma, Inc.

### **Mission Statement**

The mission of Counseling & Recovery Services of Oklahoma (CRSOK) is helping build better lives through behavioral health and substance abuse services.

### **Overview Of Organization**

Counseling & Recovery Services of Oklahoma is a private, nonprofit Community Mental Health Center (CMHC). CRSOK contracts with the Oklahoma Department of Mental Health and Substance Abuse Services (ODMHSAS) to provide services to indigent, uninsured/underinsured individuals (adults and children) and families experiencing serious mental illness or severe emotional disturbance. Founded in 1982, our agency's mission is helping build better lives through behavioral health and substance abuse services. Since opening, CRSOK has grown to over 120 employees serving approximately 7,000 adults, families, and children each year at five sites around the Tulsa area. At our main office, we serve families, adults, and children with therapy, case management, and recovery support services, as well as medication management, utilizing an on-site pharmacy for client medication needs. We hold several weekly wellness-centered groups for adults, as well as

headquarter our Wraparound Services and Health Home Services at this location.

Wraparound Services coordinates community services for at-risk youth and their families.

Health Home provides connections to general physicians and specialty physicians to individuals/families we serve. A satellite office in Sand Springs provides similar services provided at our Yale location, but on a smaller scale. The agency also provides Supported Transitional Housing (at two apartment complexes in Tulsa) for adults who need assistance in transitioning to permanent, independent housing. The staff of CRSOK is continually engaged in efforts to identify and fill gaps in needed behavioral health and substance abuse services, especially during this pandemic.

**Website**

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DeWeese

**Title**

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**State**

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**Zip**

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**Secondary  
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**State**

OK

**Zip**

74136

**Proposal  
Information**

**Proposal Title**

Counseling & Recovery Services of Oklahoma

**Support Request**

Investment/Grant

**Requested Dollar Amount**

25000

**Please list other Significant Partners in the Proposal**

NA

**Proposal Description**

CROSK provides a wide array of services to every person who walks through our doors, regardless of their ability to pay. Our main purpose is to better the lives of our clients and

support them through their personal journeys of recovery. All our programs have the goal of offering services that affect the lives of our clients in significant and positive ways, including increased employment, housing, improved social relationships, and life skills. Our services include adult therapy and case management, our Health Home program, which connects people with primary care and specialty health care and other social services, medication management, an on-site pharmacy, wellness groups, Peers Place, and the CALM Center for youth ages 10-17 in need of crisis stabilization. Our children's department offers therapy and case management in our offices and in several local schools. We have staff embedded in 3 local districts in the Tulsa area, including Jenks Public Schools, Berryhill Public Schools, and Catoosa Public Schools. We also have a contract with Tulsa Public Schools and receive referrals from the district. In addition to school-based staff, we also have staff who utilize our play therapy and observation room. This room is full of therapeutic toys, games, and books that help children better express their feelings. Observation of play time for some children is essential and can tell the therapist many things through nonverbal actions and expressions. Our Health Home program connects those experiencing a mental illness with primary care and specialty care physicians and much needed health care. Health Home helps decrease physical illnesses which can impact mental health, as well as helps treat mental illnesses related to physical health. Our services are greatly needed in the Tulsa community, more so now and in the months to come due to COVID-19. According to a study of mental health by the Urban Institute, 1 in 4 Tulsans struggles with mental illness. Now, while we are currently seeing a dip in the number of clients we help, we are planning for and predicting a spike in

those seeking services in the coming months. In a report released by the Healthy Minds Policy Initiative, it is projected that the effects of this pandemic will be seen for the next 12 months, including increased suicide ideation, suicide attempts, child mental health needs, and substance abuse. CRSOK is committed to continue serving our clients during this difficult and unpredictable times.

**Issues Addressed (check all that apply)**

Community Services and Facilities, Disaster Relief

**Geographic Impact**

State-wide

**State**

Oklahoma

**Oklahoma Counties**

**Population Served**

For 2019, Counseling & Recovery Services client demographics were as follows: 55% were female and 44% were male, 29.8% were ages 0-17, 8.2% were ages 18-24, 46.1% were 25-54 years of age, and 15.9% were 55 years of age and older. 13.79% identified as Native American, 83.7% identified as white, .13% identified as Asian, 12.4% identified as Black, and .11% identified as Hawaiian/Pacific Islander. 6.2% of clients marked Hispanic/Latino as their ethnicity. These numbers add up to over 100% due to cl

**Population Income by Area Median Income (AMI) and other identifiers (percentage of Free and Reduced Lunch for youth or designated "Disaster Area" or designated "Distressed or Underserved"**

Although we do not track income for those we serve, we do track the number of clients who are covered by funding through ODMHSAS and other payor sources like Medicaid, Medicare, and community insurance/self pay. Of the clients we saw in FY19, 56.49% of those were funded by ODMHSAS, 41.38% were funded by Medicaid, 1.71% by Medicare, and .44% of our clients had community insurance/self pay. However, we provide more services to our clients than we get funding through ODMHSAS, which is why we respectfully ask for support. We welcome everyone into our doors, regardless of their ability to pay.

### **Anticipated Outcomes/Impact**

The purpose of CRSOK is to better the lives of our clients and support them through their personal journeys of recovery. Through our programs and services, CRS strives to help those affected by mental illness and substance abuse issues to maintain stability and manage their symptoms. Our clients come to us with the hope of getting the help they need regardless of where they are in their personal journeys. With the services clients receive, their lives are affected in significant ways, including increased employment, housing, improved social relationships, healthy living and life skills. As an agency, our staff works hard at healing the whole person. Our desired outcomes are not only based on mental health, but also physical health. CRSOK tracks many different aspects of a client's life and well-being, including reduced substance use, recovery from trauma, and whether or not clients are admitted to the hospital. Through our services, we strive to get people back into their community and family as a thriving and successful member. Our staff strives to help those in crisis, get them back into their communities, support them to remain out of the hospital, and continue to identify the

needs of those suffering. While we are experiencing unprecedented and difficult times, we remain committed to helping one of the most vulnerable populations of Oklahoma in need of behavioral health and substance abuse services. Even though we are a small agency, we hope that by staying open and offering our services that we can help the community as a whole by taking those who may end up in the emergency room during a psychotic episode, a lapse in drug recovery, or other mental health emergencies. If we can help keep the hospitals clear for those diagnosed with COVID-19, we will hopefully be among the helpers in the community. As we work with families regardless of their ability to pay, CRSOK offers a unique resource for the underserved of Eastern Oklahoma.

#### **Describe evaluation methods used to measure success**

CRSOK measures its overall success in four areas – satisfaction, effectiveness, efficiency, and access, or how satisfied are clients, how effectively did we perform services, how efficiently were services performed, and how well are we making ourselves available for clients. Staff send out Client Satisfaction Surveys twice a year. In FY2019, all programs' results were above the satisfaction rate of 95%, with 96% of clients describing our quality of services as "good" or "excellent." We also follow a benchmark guide given by ODMHSAS called Enhanced Tier Payment System (ETPS), which seeks to increase treatment effectiveness by funding 10 performance outcomes measures. Funding is based on scores in these categories: Client Assessment Record (CAR)-Interpersonal (how well client is able to maintain and develop interpersonal relationships), CAR-Medical/Physical (extent to which client can maintain good health and reduce the severity of chronic health conditions), CAR-Self Care (adequacy with

which client can perform activities for daily living and provide for their needs), Crisis Follow-up (immediacy which CRSOK contacts the client from the onset of crisis), Drug Use Reduction, Engagement (4 services within 45 days of admission), Inpatient Hospitalization Follow-Up (within 7 days), Medication Visit (within 14 days of admission), Peer Support Services, and Inpatient Readmissions (0 admissions for 180 days, after hospital discharge). In FY19, CRSOK received full fund allocation in 8 measures and bonused in 8. CRSOK is measured on efficiency of programs, including a minimum expectation of 85% productivity (25 billable hours per week) per staff member. Our agency productivity was 89.56% for FY19 and 121% for med service clinic. Accessibility is measured through ODMHSAS Access Calls, which are cold calls made to request an intake appointment. Scoring is based on timeframes on when clients can see a clinician. 3 is the highest score. We averaged a score of 3 throughout FY2019.

**Project Time Frame - Is your request for an existing or new program**

Existing Program

Other  
Supporting  
Documentation

**File Download**

N/A



## **Infant Crisis Services: Feeding the Future**

Trisha Bunce, Development Manager  
Infant Crisis Services in Oklahoma City

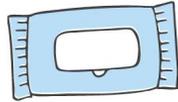
# OUR IMPACT

April 1, 2019 - March 31, 2020

## SERVICES PROVIDED



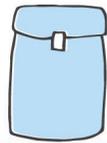
**892,390**  
Diapers



**20,154**  
Packs of wipes



**280,205**  
Formula  
(bottles)



**9,801**  
Toddler Packs  
(toddler food)



**5,755**  
Fresh Food Packs  
(dairy & produce)



**31,637**  
Pounds of  
clothing

## VISITS

Total number  
of visits:

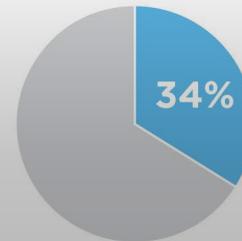
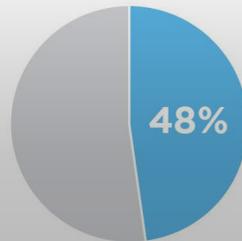
**20,631**

**9,949**

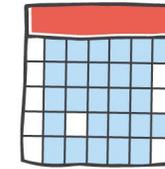
of these visits  
were first-time  
clients

**7,004**

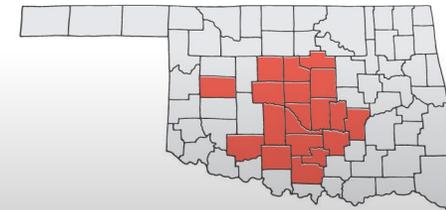
of these visits  
occurred on  
the BabyMobile



## BABYMOBILE



The BabyMobiles  
made **311 stops**.  
That's an average  
of **26 stops** each  
month!



The BabyMobiles visited  
**69 locations** in **19 counties**.  
Seven of these counties  
were new in 2019.

# OUR RESPONSE

## March 13

We proactively made adjustments to our service model in advance of local & state directives. These changes include:



- 1 Closed our boutique** in order to adhere to CDC guidelines regarding groups of people.
- 2 Began serving clients on a drive-thru basis, providing no-contact service delivery.** Clients call to schedule a same-day appointment and tell us what they need. They let us know when they arrive at our office and we deliver their items to a designated spot outside.
- 3 Paused BabyMobile services** until they can be delivered safely.
- 4 Enacted a rotating schedule** of limited staff in the office while others work from home.
- 5 Suspended volunteers** to limit the number of people in the building.



## CLIENTS SERVED

March + April  
2020\*

**2,777**

March + April  
2019

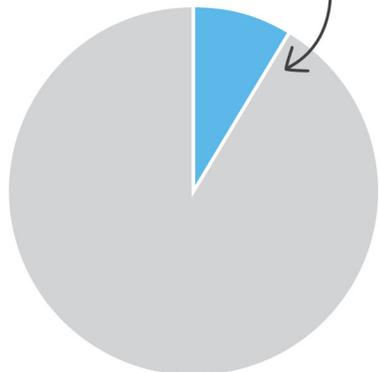
**2,293**

\*Through April 24, 2020, with limited hours and paused BabyMobile services beginning March 17, 2020.

# OUR REQUEST

**\$100,000**

**Equals 8.78%**  
of expenses through  
end of 2nd quarter  
(9/30/20)



**Expenses through  
9/30/20**

## PRIORITIZED LINE ITEMS

**1**

Assistance to individuals

+

**2**

Maintaining full payroll

**\$165,683/month**



**\$100,000**

**Would provide at least  
3 months of supplies:**



**180,000**  
Diapers



**56,000**  
Formula (bottles)



**2,000**  
Toddler Packs (toddler food)

# INVESTMENT CONNECTION

Community Development Investment and Lending Partnership

## Organization Background

### **Name Of Organization**

Infant Crisis Services, Inc.

### **Mission Statement**

Infant Crisis Services provides life-sustaining formula, food, and diapers to infants and toddlers in times of crisis...because no baby should go hungry.

### **Overview Of Organization**

Infant Crisis Services was born in 1984 as the mission project of a local Sunday school class. What started as a small, volunteer-led program operating from a cramped room in the back of a church has grown to be a highly respected and award-winning nonprofit organization headquartered in Oklahoma City. Co-founder Miki Farris has been involved since its beginning and continues to serve as the organization's executive director. Since it began almost 36 years ago, Infant Crisis Services has provided formula, food and diapers to more than 300,000 babies. Since its beginning, Infant Crisis Services has remained true to its mission: To provide life-sustaining formula, food and diapers to babies and toddlers in crisis...Because no baby should go hungry. Today, we are still the only pantry in central Oklahoma dedicated solely to meeting the needs of children from birth to 48 months. We provide a week's worth of formula, food, and diapers, along with wipes, bottles, and other necessities. Each child can

currently receive assistance four times per calendar year until their fourth birthday. During normal operations, clients can receive services by making an appointment at our Oklahoma City office or by visiting our BabyMobiles; two mobile and fully-stocked pantries on wheels that visit partner agencies in 19 counties across the state of Oklahoma. However, for the duration of the COVID-19 pandemic, BabyMobile operations have been suspended to protect staff and client health, and all services are now being provided with same day appointments using our modified drive through no contact delivery system. This system was put into place March 13, 2020—more than a full week ahead of any local governmental regulations. Other programs operated by Infant Crisis Services during normal operations include six annual car seat distribution, installation, and safety check events and a safe sleep program that provides infants without cribs or other safe sleep environments with safety rated Pack n Plays. In January of 2020, we served an agency record 3,003 infants and toddlers, and even with our restricted location COVID-19 services, we are still averaging more than 100 clients per day. We look forward to a return to our full range of services, but until then, we will remain ready to do as much as we can for the most innocent victims of poverty and circumstance.

**Website**

[www.infantcrisis.org](http://www.infantcrisis.org)

**Primary Contact**

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Bunce

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**Secondary  
Contact**

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Name**

Miki

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**Zip**

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**Proposal  
Information**

**Proposal Title**

Infant Crisis Services: Feeding the Future

**Support  
Request**

Loan, Investment/Grant

**Requested Dollar  
Amount**

100000

**Please list other Significant Partners in the  
Proposal**

Anonymous Individual Donor: \$25,000 Love Meyer Family Foundation: \$10,000 Kerber

Foundation: \$25,000 Pinon Foundation: In process

**Proposal  
Description**

Our current proposal is in place and operating successfully. Beginning March 13, 2020, more than a week in advance of any state government directives, Infant Crisis Services shifted its time-tested service model of providing formula, food, and diapers to Oklahoma infants and toddlers. Events spurred by the spread of COVID-19 resulted in several additional program decisions made by leadership and board members. Beginning March 17th, we suspended all visits to outlying locations. This decision was made to reduce the possibility of clients gathering in a single site and congregating in groups of unsafe sizes. It was also tied to recent and anticipated future supply issues. Because of a spike in demand by retailers affected by consumer over-purchasing, certain bulk sizes of diapers and brands of formula aren't available for nonprofit purchase at this time. Services are now limited to our main location in Oklahoma City, are scheduled by same day appointment, and are provided via no contact

drive through distribution. We have also limited our service hours to 9:30am-2:30pm Monday through Friday and limited the number of appointments booked in order to keep our stock at a sustainable level. We are still providing an average of 100 babies and toddlers a day with a week's worth of formula, food, and diapers even with restricted service procedures in place. If we secure funding above and beyond our most basic needs, these restrictions can be modified or lifted in order to meet the needs of even more clients. Our focus at this time is securing funds to replace market losses, offset oil and gas industry instability, account for canceled and postponed fundraising events, and shore up uncertain future donor behaviors as this crisis continues. Financially, our costs have been cut to the bare minimum required to continue operating from our main location at the existing level until the threat of COVID-19 lifts and we are able to return to our previous service model and to BabyMobile operations. Based on the projected budget for the fiscal year beginning April 1, 2020, monthly expenses average \$280,000. Our current monthly cash flow need is \$150,000 to support payroll, product, and fixed costs such as utilities. Our intent is to retain and support all staff throughout the duration of this crisis and to continue to provide for our tiny clients in the most responsible manner possible. All other agency expenses are on hold and will not resume until conditions improve.

**Issues Addressed (check all that apply)**

Community Services and Facilities, Disaster Relief

**Geographic Impact**

County-wide

## State

Oklahoma

## Oklahoma Counties

Canadian, Carter, Cleveland, Comanche, Custer, Garvin, Grady, Hughes, Kingfisher, Lincoln, Logan, McClain, Murray, Oklahoma, Payne, Pontotoc, Pottawatomie, Seminole, Stephens

## Population Served

Infant Crisis Services serves children from birth until their 4th birthday. During normal operations, our reach extends across 19 Oklahoma counties. During COVID-19 operations, we are limiting services to our Oklahoma City office but are still seeing clients from nearly 60 miles away. Our clients come from all ethnic backgrounds, and the majority of them live in households that are among the poorest in the state. 60% of unique households receive WIC benefits, and 44% qualify for SNAP.

## Population Income by Area Median Income (AMI) and other identifiers (percentage of Free and Reduced Lunch for youth or designated "Disaster Area" or designated "Distressed or Underserved")

Poverty in Oklahoma is 2.4% above the national average; 15.8% compared to 13.4% with children being the most likely age group to live in poverty at a rate of 21.5%. Of the counties served in regular BabyMobile operations, 5 of the 19 are identified as High Needs Rural with 3--Hughes, Payne, and Seminole--designated as Distressed or Underserved. Across all households served by Infant Crisis Services in the most recently completed year, only 2% reported a household monthly income greater than \$3,000. Just within the neighborhood

surrounding our Oklahoma City office, an annual income of \$36,000 falls below the AMI cutoff to be classified as "Very Low Income." In all areas served, the families we see largely would not qualify as "Home Ready" according to current AMI guidelines. In addition, within 5 of the communities we serve, 22 schools report 100% eligibility for free and reduced lunch.

### **Anticipated Outcomes/Impact**

During this time of limited services and disaster relief, our anticipated outcomes for our clients remain the same. As an agency we anticipate the following: Initially, caregivers will be able to meet immediate basic needs for formula, food, and diapers for their children. They will also experience a decrease in emotional stress and hopelessness as these needs are provided. Intermediate outcomes include averting looming crisis for the family as a whole, infants and children being well-nourished and healthy, and caregivers feeling affirmed as they experience compassion and respect. In the long term, we hope to see parents helping others by sharing resources and knowledge with their communities and even by finding ways to pay it forward in the future. We also expect to see children reaching early childhood growth and developmental milestones that will leave them better prepared for future success. In addition, the current COVID-19 crisis is proving to be a source of great trauma and anxiety for even the most privileged parents. By standing ready to remove even one source of worry from already overburdened families, we are impacting the current and future mental health of both individuals, families, and communities. As an agency, Infant Crisis Services desired outcomes are not only that we will continue to serve throughout the duration of this disaster, but also

that we emerge on the other side with the necessary resources in place to immediately resume all regular operations and programs. We know that the rural areas served by the BabyMobile will be more in need than ever, and we want nothing more than to get back on the road to meet hunger where it lives.

**Describe evaluation methods used to measure success**

Through the duration of the COVID-19 crisis, we will rely on quantitative output measurements to determine our success. The number of babies and toddlers served, our ability to potentially expand service hours to a more normal level, and the efficiency with which we continue to maintain both services and the health of our staff will be our primary indicators of success. When this crisis ends, we will return to our recently implemented outcomes measurement process that consists of our existing client satisfaction survey that can be completed at any and/or all visits, a questionnaire designed to measure our stated outcome goals that will be administered at a client's second visit of each calendar year of eligibility, and an informal paper worksheet that clients are invited to fill out while they wait that is designed to garner more anecdotal responses. As part of a recent service expansion, a team of staff members worked with a volunteer consultant to refine and develop new and more focused outcome goals for the agency as a whole. These goals were based on tested data in the field of food insecurity and will help us identify and measure changes in family stress and attitudes as basic needs are met. Systems to meticulously track outputs such as service numbers, demographics, product inventory distributed, etc are well established and carefully documented, but the new surveys just took effect in January of 2020, and COVID-19

adjusted practices have made them less feasible for the time being. They will resume immediately upon return to non-disaster operations, and we anticipate that it will be a full 12-18 months before we gather enough data to compile any comprehensive results. Until then, client satisfaction surveys consistently report that between 95 and 97% of clients receiving services are "very satisfied" and received the items they needed in a sufficient quantity.

**Project Time Frame - Is your request for an existing or new program**

Existing Program

Other  
Supporting  
Documentation

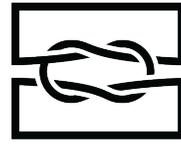
**File  
Download**

N/A



## **Support for City Care during COVID-19**

Staci Sanger, Vice President of Development  
City Care



# CITY CARE



Homeless  
Services



Whiz  
Kids



Supportive  
Communities

**INSPIRE. EMPOWER. CREATE CHANGE.**



## CITY CARE

**6,647**

# of additional affordable housing units needed for Oklahoma County households earning less than 60% AMI

---

**135,000**

# of Oklahoma County residents living under the poverty threshold

---

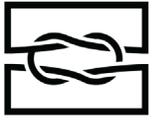
**\$20,000**

approximate public cost to provide supportive housing to someone experiencing chronic homelessness

---

**\$40,000**

approximate public cost to provide emergency services to someone experiencing chronic homelessness



# CITY CARE

# of fundraising events postponed  
or canceled due to COVID-19

**3**

approximate amount raised by  
these events

**\$700,000**

approximate total amount of  
operating funds lost or deferred  
due to COVID-19

**\$1 Million**

# INVESTMENT CONNECTION

Community Development Investment and Lending Partnership

## Organization Background

### **Name Of Organization**

City Care

### **Mission Statement**

City Care's mission is to inspire those willing to look social injustice and extreme poverty in the face, and empower them to do whatever it takes to create change.

### **Overview Of Organization**

City Care was founded when a few friends began offering a weekly breakfast to neighbors experiencing homelessness. While providing immediate relief to suffering will always be a part of what we do, we couldn't help but grieve the human potential lost to intergenerational cycles of substance use disorder, incarceration, and poverty. So many that we were serving with weekly meals shared similar stories of origin. They experienced the same kinds of family trauma, had the same kinds of unmet mental, physical and spiritual needs, and when we looked far enough back, we found many of them had not been successful in school, and so, after one year of serving meals to our friends experiencing homelessness, Whiz Kids was born. Through this unique blend of nonprofit, neighborhood schools and churches working together on behalf of Oklahoma City's most vulnerable children, we serve more than 800 students from grades first through fourth grade, in one-to-one character and literacy-focused

mentorship. Over the last 23 years, City Care has built 115 units of permanent supportive housing for our neighbors transitioning out of homelessness. The large majority of residents in City Care's supportive housing community make 50% or less AMI, and have co-occurring disorders. Our residents live in peer-supported communities and are empowered to use their lived experience to support and encourage others. Residents are offered furnished homes that include utilities and additional services like case management, referrals, peer mentoring, support groups, crisis intervention, legal assistance, transportation, employment support, nutrition, fitness, financial planning, recovery support, recreation and independent living skills. In addition to permanent supportive housing, City Care will open Oklahoma City's only low-barrier night shelter this year, offering respite from the elements for those living on the streets. We will be transforming the night for 150 guests each night - women, families and men who need shelter from the elements; a soft bed, and a warm welcome in a safe environment. We are so serious about our invitation to come in, that we have included a special space for beloved pets to enjoy a warm, dry bed and fresh food and water. Our team of advocates will work to connect our guests with the services they are looking for to move from crisis to stability. Our message to our guests is simple: Rest easy and know you belong here.

**Website**

[www.citycareokc.org](http://www.citycareokc.org)

**Primary Contact**

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Name**

Sanger

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73106

Secondary  
Contact

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**Last  
Name**

Freeman

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**State**

OK

**Zip**

73106

**Proposal  
Information**

**Proposal Title**

Support for City Care during COVID-19

**Support  
Request**

Investment/Grant

**Requested Dollar  
Amount**

20000

**Please list other Significant Partners in the  
Proposal**

For the Whiz Kids Food and Book Baskets, we worked with Volunteers, Oklahoma Food Bank, and Bank of Oklahoma. For our Homeless Services, we have formed a group that we call the Coalition of Shelter Directors and City Care is hosting these partners in daily Zoom meetings: Homeless Alliance, City of Oklahoma City, Oklahoma City County Health Department, Oklahoma Department of Human Services, Oklahoma Department of Mental Health and Substance Abuse Services, Oklahoma City Department of Emergency Management, Oklahoma County, Oklahoma State Department of Health, Oklahoma Medical Reserve Corps, OU Medicine, Oklahoma Mental Health Association, Oklahoma City Police Department, Red Rock Behavioral Health, Grace Rescue Mission, City Rescue Mission, Salvation Army, Jesus House, Pivot Youth Shelter, Sisu Youth, Sunbeam Senior Shelter, YWCA, Catholic Charities, Neighborhood Services Association and United Way of Central Oklahoma City Care is also a participant in a meeting of partners called the Central Oklahoma Community Health Impact Team. This team includes: Integris Health, SSM Health - St. Anthony, Mercy Foundation, Blue

Cross Blue Shield, City of Oklahoma City, Oklahoma County, Homeless Alliance, Oklahoma County Health Department, Department of Human Services, Oklahoma City Department of Emergency Management and the Oklahoma City Community Foundation

**Proposal  
Description**

For those we serve, the consequences of COVID-19 are already devastating. Our Whiz Kids sites have ceased meeting and pivoted to providing direct relief for families who rely on school and Whiz Kids to meet educational and nutritional needs. With the help of the Oklahoma Food Bank and volunteers, we gathered and distributed 5,000 books and 850 food baskets to our families in need. We've made many changes to the way we serve residents living in our supportive communities in order to keep them safe, all the while working diligently to expand our support for those who have compromised immune systems, are more vulnerable to this virus, or have lost their income due to the temporary closures mandated by the government. We are working to gather critical supplies of thermometers, masks, gloves and cleaning supplies to empower our residents to screen symptoms and prevent infection. We've moved all advocacy meetings to online-meeting with residents daily to continue the work necessary to keep them sober and connected to others while practicing social distancing. We have discontinued community meals, and are disseminating bags of nonperishable food items to our residents each week. This is a critical resource we deploy in order to keep our residents stably housed. City Care works to transition our chronically homeless neighbors into safe and supportive housing, and now more than ever, it is important that those living on the fringes of our community are not overlooked. City Care is

part of a city-wide effort to support the thousands living unsheltered in Oklahoma City into temporary shelter, where they can access basic necessities like soap and water, practice social distancing, and be screened for COVID-19 symptoms. Those who are positive for COVID-19 will be transported to a temporary shelter set up specifically for the sick, monitored, and hospitalized if necessary. This is a critical step in our city's continuum of care to stop the spread of COVID-19 and care for the critically ill. Because of COVID-19, City Care was forced to postpone 2 fundraising events, and cancel another. This amounted to \$700,000 lost or delayed funds that were expected to be realized by May 2020. Many major donors have been effected so severely by the economic downturn, that they are canceling or delaying support. The \$20,000 would be welcomed support as we work to meet the increased need for critical shelter and supportive services for our city's most vulnerable.

**Issues Addressed (check all that apply)**

Affordable Housing, Community Services and Facilities, Disaster Relief

**Geographic Impact**

City-wide

**State**

Oklahoma

**Oklahoma Counties**

Oklahoma

**Population Served**

Our permanent supportive housing has an emphasis on those transitioning out of homelessness, with complex needs who are in recovery from substance use disorder, have behavioral or mental health issues, and/or are disabled. It is estimated that the annual number of those experiencing homelessness in OKC is over 6,300 individuals. Our Whiz Kids program serves children in OKC who are at-risk for school failure and come from lower-income families.

**Population Income by Area Median Income (AMI) and other identifiers (percentage of Free and Reduced Lunch for youth or designated "Disaster Area" or designated "Distressed or Underserved"**

100% of those served by this proposal are low- to moderate-income individuals and families.

We verify and define this in a number of ways: Whiz Kids - those we serve attend school that has 100% qualification for free/reduced lunch Supportive Communities - we verify chronicity through social service providers and verify income for housing certification Homeless Services - those we serve self report as homeless

**Anticipated Outcomes/Impact**

Our goal for Whiz Kids is that the confidence built and literacy skills taught are a start to breaking the cycles of intergenerational poverty in Oklahoma City families. Our goal for our Supportive Communities and Homeless Services is to see those who have been chronically homeless become stably housed and to connect them to other critical resources.

**Describe evaluation methods used to measure success**

At City Care, we have objectives and measures in place that are tracked quarterly to ensure all strategic priorities are being met. We track: 1. Financial goals by quarterly reporting on our operating revenue, total revenue, program investment, and cash reserves, increasing donor retention rates, attracting new donors, and increasing the number of monthly donors. 2. Improving and creating value through innovation and learning by making sure we are creating an environment of continued education through quarterly internal education opportunities, limiting turnover, utilizing technology to reach the unserved, and opening the doors of the night shelter. 3. Prioritizing the customer by increasing the number of first graders served to maximize Whiz Kids program outcomes and account for attrition, increasing the total number of Whiz Kids served, and recruiting and mobilizing volunteers for the benefit of City Care's mission. 4. Excelling at business priorities by maximizing our housing occupancy percentage rate, pass Program Monitoring by City of OKC/HUD at 100% compliance, increasing the number of partner services accessed by residents to maximize outcomes, stabilizing health outcomes for residents, improving reading skills for Whiz Kids participants, and passing compliance monitoring by City of OKC/HUD, City of OKC/HOME, OHFA, FHLB at 100% compliance.

**Project Time Frame - Is your request for an existing or new program**

Existing Program

Other  
Supporting  
Documentation

**File**  
**Download**

N/A



## **ORO Investment Connection Program**

Jorge Martinez, Executive Director  
ORO Development Corporation

# ORO DEVELOPMENT CORPORATION<sup>32</sup>

- Proposes funds from Investment Connections for a sum of \$25,000.00
- To Assist Low-Income Farmworkers
- To Assist GED Students
- Eligibility for both programs – must be a low-income agriculture worker.

# ORO/HEP

1. **The High School Equivalency Program** (HEP) helps migrant and seasonal farmworkers (or children of such workers) who are 16 years of age or older and not currently enrolled in school to obtain the equivalent of a high school diploma and, subsequently, to gain employment or begin postsecondary education or training, and is funded by US Department of Education.

2. ORO's Work Force Investment Opportunity Act Grant funds the **National Farmworker Jobs Program** (NFJP) to assist farmworkers with job training, job placement, and job related supportive services i.e. car repair, food, books & supplies, and tuition. Must be eligible as a farmworker.

# What ORO Provides?

High School Equivalency Program (HEP) – Provides Limited Services:

1. Exam fees, Instructional text books and materials
2. Health services cost, i.e., eye exams and glasses. Etc as needed for classes
3. Monthly stipend, Fuel assistance to testing centers
4. management and employment counseling

ORO's NFJP Program Provides Limited Services Listed Below:

1. Training Tuition
2. transportation services
3. Job related supplies and clothing
4. Nutrition assistance
5. Housing Assistance

# INVESTMENT CONNECTION

Community Development Investment and Lending Partnership

## Organization Background

### **Name Of Organization**

ORO Development Corporation

### **Mission Statement**

“ORO Development Corporation is a non-profit organization providing education, training, affordable housing, employment, and assistance for eligible individuals and agriculture industry workers, as they become self-sufficient, productive members of the community

### **Overview Of Organization**

ORO Development Corporation is DOL's - National Farmworker Jobs Program (NFJP) Grantee. ORO provides employment, training, supportive services, and educational opportunities to Oklahoma's farmworkers. ORO covers the entire state through outreach, the workforce partners, through social media. ORO has received grants since 1971 to assist with a range of services from low-income housing, rent assistance, nutrition, health/medical, job placement, job training, educational tuition/books and supplies. Sounds like a lot but we still have many individuals we cannot reach or assist for lack of funds or eligibility regulations.

### **Website**

[orodevcorp.org](http://orodevcorp.org)

## Primary Contact

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Jorge

**Last  
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Proposal  
Information

**Proposal Title**

ORO Investment Connection Program

**Support Request**

Investment/Grant, Service

**Requested Dollar Amount**

25000

**Please list other Significant Partners in the Proposal**

Workforce Partners include • Oklahoma City •Oklahoma Employment Security Commission (OESC) •Workforce Investment Boards in: Altus, Clinton, Miami, Muskogee and OKC •OKC Hispanic Chamber of Commerce •Association of Farmworkers Opportunities Program (AFOP) •Altus •Southwest Community Action Group (SWCAG) •Rural Enterprise Community Action Program (RECAP) •Salvation Army •SW Tech Center •Oklahoma Employment Security Commission (OESC) •Prince of Peace Catholic Church •Miami •LEAD Agency Inc. •NE Technology Center •Commerce Public Schools •Oklahoma Employment Security Commission (OESC) •Weatherford •Caddo-Kiowa Tech Center •SWODA-WIA •SOS Staffing •Quality Life Association •Oklahoma Employment Security commission (OESC) •Muskogee •Alanon Family Group •Alcohol Help Line •American Red Cross •Salvation Army •Animal Shelter •Ark of Faith •Muskogee Health Department •Cherokee Health Clinic •Community Pantry •Chamber of Commerce •D.H.S. Muskogee •Affiliate Memberships: •Association of Farmworker

Opportunity Programs <https://afop.org/> • State of Oklahoma Resources link Farmworker Law

Library

**Proposal  
Description**

1. ORO proposes to utilize the funds to assist HEP 10 students and their parents with 2 months rent assistance of \$500.00 p/month - total of \$1,000.00 per family at no more than \$10,000.00. 2. ORO proposes to assist 10 NFJP ORO participants with \$500.00 for two months for a total of \$1,000.00 - total proposed amount \$10,000.00. 3. ORO proposes to assist the HEP students with lap top computers to complete their studies towards a GED acquirement. Cost per lap top \$130.00 x 10 = 1,300.00. 4. ORO proposes to assist HEP students with cap & gowns for GED graduation for 10 students. Cost per cap & gown \$30.00 x 10 = \$300.00 5. ORO proposes to assist HEP students with emergency automobile fuel at \$30.00 x 10 students = \$300.00. Program total: 21,900.00

**Issues Addressed (check all that apply)**

Affordable Housing, Broadband Services / Digital Inclusion, Disaster Relief, Workforce

Development / Economic Development

**Geographic  
Impact**

State-wide

**State**

Oklahoma

**Oklahoma  
Counties**

## **Population Served**

Low-Income agriculture workers. ORO annually serves over 200 individuals through its National Farmworker Job Program and its Community Service Programs. These efforts demonstrate an on-going commitment to serving individuals who have traditionally been underrepresented. Furthermore, ORO operates under strict policy that actively complies with all federal and state administrative directives and codes.

## **Population Income by Area Median Income (AMI) and other identifiers (percentage of Free and Reduced Lunch for youth or designated "Disaster Area" or designated "Distressed or Underserved"**

Population income for agriculture workers in Oklahoma is \$15,000.00 p/year or less. Oklahoma's Migrant and Seasonal Farmworkers (MSFW) continue to be among the most disadvantaged, most low skilled, and most under educated population in today's workforce (2012 National Agricultural Workers Survey). Oklahoma is home to over 86,565 farms that employ an estimated of 3,428 migrant farmworkers and 4,721 seasonal farmworkers throughout the state (2000 Oklahoma, Migrant and Seasonal Farmworker Enumeration Profiles Study). 43% of MSFWs are employed in the following nine counties; Adam, Bryan, Canadian, Jackson, Jefferson, Le Flore, Muskogee, Tulsa, and Washita. Table 1 details the number of migrants and seasonal farmworkers population employed within each of the counties.

## **Anticipated Outcomes/Impact**

ORO's planned outcomes will be met at 100% for the funds granted. The impact is to assist the agriculture workers left behind in these times of need. The agriculture workers are not being served as before the Covid-19 pandemic, many have children and are in desperate need for nutrition, housing, rent assistance, and medical attention. ORO believes this assistance will be good to prevent the spread of the virus.

**Describe evaluation methods used to measure success**

ORO will review each objective outcome and assess weekly and compile monthly reports by the ORO Management Information System Director and the Executive Director. ORO will assess the needs of each agriculture family or individual and provide the needs accordingly. The ORO outreach staff will assess the resources available periodically. The ORO staff responsibilities will be reviewed the program on weekly basis and report the data to the Executive Director. An interim evaluation of the program will be performed by the Director of Operations and the Executive Director. An interagency network referral system will be put in place to best serve the agricultural families or individuals. A monthly, quarterly and annual program report will be prepared by the ORO Administrative staff and submit as required by the Investment Connection.

**Project Time Frame - Is your request for an existing or new program**

Existing Program

Other  
Supporting  
Documentation

**File**  
**Download**

N/A



## **COVID19 Emergency Client Assistance**

Patrick J. Raglow, Executive Director  
Catholic Charities of the Archdiocese of Oklahoma City, Inc.

# COVID-19 Response Fund

Catholic Charities of the Archdiocese of Oklahoma City

Presenter: Patrick J. Raglow, Executive Director



## Problem Statement:

- Thousands of Oklahomans have lost jobs or significant financial damage due to COVID-19 impacts
  - >64,000 UI beneficiaries/160,000 claims in April
- Slow-Motion Disaster; like disaster, long-term recovery
- Needs greater in *number, size & variety*
  - *Deferments ≠ forgiveness*
- Parts of community *excluded* from assistance to date
  - Community impact of those excluded

## **REQUEST FOR FUNDS:**

**Catholic Charities is requesting funding for client assistance for those directly or indirectly impacted by the COVID-19 Pandemic. Please consider a gift of \$25,000 to support this effort.**

\*The *project* (COVID-19 Response Fund) goal is \$300,000.

# COVID-19 Response Fund

**Goal: Assist 330 families with emergency needs to avert crisis and regain stability in their lives**

## Who will be helped?

- Impacts across all socio-economic classes
- Homeless, working class, families w/children
- Undocumented

## How will they be helped?

- Rent/utility payment assistance
- Medical insurance payments, daycare costs, food expenses
- Higher than normal bills

## How is this unique?

- Ability/flexibility to serve; service area 46/77 Oklahoma counties
- Other providers often limited by grant and/or gov't restrictions



# COVID-19 Response Fund

## **Expected Benefit:**

- Crisis aversion
  - Homelessness prevention, unsafe living conditions, reduced trauma, reduced family stress, mitigate greater crisis
  - Proven ability to partner with other providers
- Impacts on regaining stability
  - Build up the economy
  - Strengthen resilience
  - Keep families together
- Data and Outcomes Measurement
  - Accredited, data-driven
  - Track, report, assess, learn

# INVESTMENT CONNECTION

Community Development Investment and Lending Partnership

## Organization Background

### **Name Of Organization**

Catholic Charities of the Archdiocese of Oklahoma City, Inc.

### **Mission Statement**

Guided by Catholic teaching, Catholic Charities of the Archdiocese of Oklahoma City serves those in need, regardless of their faith, through transformative, empowering and dignity-affirming social service programs that seek to eliminate material, emotional and spiritual poverty across Central and Western Oklahoma.

### **Overview Of Organization**

In 1912, Catholic Charities of the Archdiocese of Oklahoma City (CCAOKC) opened our doors and hearts to helping the people of Oklahoma. In the years since, CCAOKC has grown from a small orphanage in northwest Oklahoma City into a multi-faceted service organization with 14 programs and statewide locations serving people throughout the western two-thirds of the Oklahoma. CCAOKC regional offices include Ardmore, Enid, Guymon, Lawton and Oklahoma City with service locations in Clinton, Midwest City and Norman. CCAOKC does not try to be all things to all people; it provides services where others do not and collaborates effectively with community partners, serving all who come to us --77% who are not Catholic. Catholic Charities is a 501(c)3 organization. The major programs of CCAOKC include social services for

families; affordable housing for families and seniors; homeless services for women and children; disaster response and recovery; adoption and pregnancy services; refugee resettlement; counseling; and immigration legal assistance. The organization is nationally accredited by the Council on Accreditation since 2011 and has received the highest rating by Charity Navigator for sound programmatic and fiscal management. CCAOKC was named Best Community Non-Profit in 2014 by the Oklahoma Center for Non-Profits and has received The Oklahoman's Reader's Choice Award for Best Non-Profit Group. The services of CCAOKC are available to all persons with no restriction based on gender, race, ethnicity or religious beliefs.

**Website**

ccaokc.org

**Primary Contact**

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**Proposal  
Information**

**Proposal Title**

COVID19 Emergency Client Assistance

**Support  
Request**

Investment/Grant

**Requested Dollar  
Amount**

25000

**Please list other Significant Partners in the  
Proposal**

**Proposal  
Description**

Catholic Charities of the Archdiocese of Oklahoma City seeks funding to assist individuals and families who have been directly or indirectly impacted by the COVID-19 pandemic. The Mission directive to provide dignity affirming social services programs that seek to eliminate material, emotional and spiritual poverty is why Catholic Charities has operated an Emergency Assistance program for many years serving 1,224 households in fiscal year 2018-19. This program is seeing and will continue to see greater demand. Even with cutoffs and evictions being deferred bills are only compounding. Job Loss, illness, reduced wages, and childcare closures are examples of circumstances creating the increased need for emergency help. All of the money requested would be spent on direct client assistance. This financial assistance prevents homelessness, unsafe living conditions, hunger, family stress and much more due to unforeseen loss of income or unexpected expense created by the COVID19 pandemic. Catholic Charities has the infrastructure in place to begin helping people pay their bills as quickly as the money is raised and will continue to help those impacted until resource dollars have been fully depleted.

**Issues Addressed (check all that apply)**

Disaster Relief, Stabilization and Sustainability

**Geographic Impact**

State-wide

**State**

Oklahoma

## **Oklahoma Counties**

### **Population Served**

Catholic Charities seeks to serve those impacted directly or indirectly by the COVID19 Pandemic. While we could estimate that the population in need may be similar to the demographic served by our on-going Emergency Assistance program the data is not present. As of April1, the total number of Oklahomans that have filed for unemployment benefits totaled 66,000.

### **Population Income by Area Median Income (AMI) and other identifiers (percentage of Free and Reduced Lunch for youth or designated "Disaster Area" or designated "Distressed or Underserved"**

Catholic Charities asks clients, who earn income, to provide a valid and verifiable proof of income (e.g., paycheck stub; SSI/SSDI award letter; child support verification, unemployment benefits) when seeking financial assistance and case management services. Income information is obtained and stored in the client's paper file but also recorded in the organizations database. Due to the circumstances of the COVID19 pandemic and its impact across socio-economic classes those with incomes higher than low-to-moderate prior to the pandemic may be served with these funds. Client-need will be verified on income, loss of income, dramatically increased expense or other contributing data sources. Catholic Charities will strive to serve those most in need, however the unexpected nature of the pandemic may skew the income level to moderate. Since emergency financial assistance response has not been done in this capacity before now the 80% LMI service percentage is an estimate.

**Anticipated  
Outcomes/Impact**

The impacts of a pandemic like COVID-19 on the citizens of this community are unknown and unpredictable. Catholic Charities will track progress and impact on several levels understanding that the uncertain nature of the environment may change our processes and our measurements. Our first measure will be on crisis prevention. It is our intention to ask if the assistance provided helped the client avert further crisis. The second measure will be a follow-up asking the client 45 days post-assistance if cash assistance aided them in stabilizing after assistance.

**Describe evaluation methods used to measure  
success**

Catholic Charities will plan to use online and phone surveys to collect the data. Positive responses to the initial survey and the post-assistance 45 days surveys will indicate success. Catholic Charities will also track statistical measures like call volume, request type, amount requested and track the rate of change over time in hopes all the numbers will see a decrease. Benchmarks for success are unknown based on the lack of data to compare results against.

**Project Time Frame - Is your request for an existing or new  
program**

New Program

Other  
Supporting  
Documentation

**File**  
**Download**

N/A



## Response Form

Email to [Steven.Shepelwich@kc.frb.org](mailto:Steven.Shepelwich@kc.frb.org)

## Evaluation Form

## Visit Online Portal

<http://funders.investmentconnection.org>



Steven Shepelwich, Senior Community Development Advisor  
[Steven.Shepelwich@kc.frb.org](mailto:Steven.Shepelwich@kc.frb.org)

Investment Connection Website  
<https://www.kansascityfed.org/community/investmentconnection>

CRA OneSource Website  
<https://www.kansascityfed.org/community/cdi/craonesource>



*Thank you for participating in  
Investment Connection – Response to COVID-19:  
Oklahoma!*