



ORDINANCE NO. 240551 (Committee Substitute / Held in Committee)

Low Income Assistance Program

Authorizing the Manager of Procurement Services to execute a \$1,000,000.00 professional, specialized or technical services contract with the Mid America Assistance Coalition, for the Low Income Assistance Program for a one-year term; and approving three successive one-year renewal options with further Council approval.

July 30, 2024

Transportation, Infrastructure & Operations
Committee



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History:

- In 2007, the Mayor appointed a Utility Funding Task Force to integrate community values into a long-term funding strategy for the City's water, wastewater, and stormwater utilities.
- In 2008, the Task Force recommended creation of a customer assistance program.
- The Task Force's recommendation included several principles to consider for creation of the program, including Equity, Competitiveness, Economic Efficiency, and Ease of Administration.
- In 2009, thanks to the support of the City Council and assistance of the Law Department, KC Water's Needs-Based Customer Assistance Program was created.

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Mid America Assistance Coalition



Mid America Assistance Coalition, a non-profit corporation, is a national model for effective coordination of emergency assistance organizations and homeless service providers. Its role is to make a complex social service system as efficient and accessible as possible. With the help of the community, this is done by applying creative ideas and technology to find solutions to community needs.

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The Process:

- KC Water provides the funds to Mid-America Assistance Coalition
- MAAC makes funds available to social service agencies citywide
- The agencies review the request for assistance:
 - ☐ Ensuring availability of funds
 - ☐ Request meets the guidelines
- The social service agency contacts KC Water's customer service center and informs assistance is being provided
- MAAC sends a check to KC Water for those customers that are receiving assistance

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How does the fund work?

- Customers who are below 180% federal poverty income guidelines are eligible to use this fund. The customer can use the fund up to 2x per year with a maximum allotted amount of \$500.00 per year.
- Customers cannot use the fund if they are currently disconnected, charged off or the account is in another customer's name.
- To use the fund, the customer must contact a local social service agency to process the fund or attend a "utility assistance" event.

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U.S. Federal Poverty Guidelines Used to Determine Financial Eligibility for Certain Programs

Persons in family/household	Poverty guideline
1	\$15,060
2	\$20,440
3	\$25,820
4	\$31,200
5	\$36,580
6	\$41,960
7	\$47,340
8	\$52,720
For families/households with more than 8 persons, add \$5,380 for each additional person.	

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KC Water Fund MAACLink Agencies

Bishop Sullivan Center St. James
Community Assistance Council
CU Mission Community Assistance
Guadalupe Center, Inc.
Hope Network of Raytown, Inc.
Housing Information Center-KC
Jewish Family Services
Love INC of Clay County
Metropolitan Lutheran Min-Centra1
NLIC Food Pantry
Northland Assistance Center
Raytown Emergency Assistance

Reconciliation Services
Redemptorist
Salvation Army Bellefontaine Corps
Salvation Army Blue Valley Corps
Salvation Army Northland Corps
Salvation Army Platte County
Salvation Army Westport Corps
St. Therese Catholic Church
True Light Family Resource Center
United Inner City of St. Marks
United Services CAA-Manchester

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The Results:

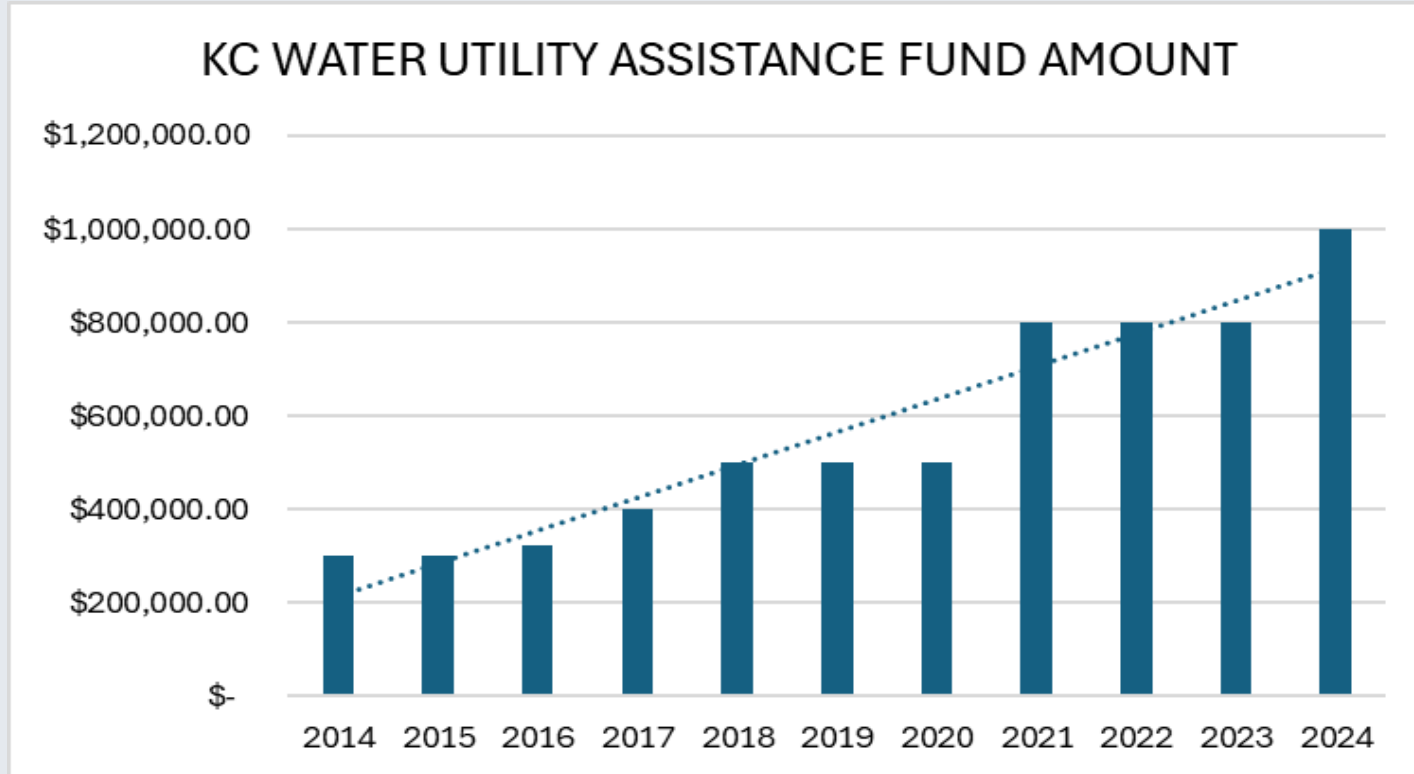
\$5.4 Million

- KC Water has committed over \$5.4 million in funds.

14,000 Customers

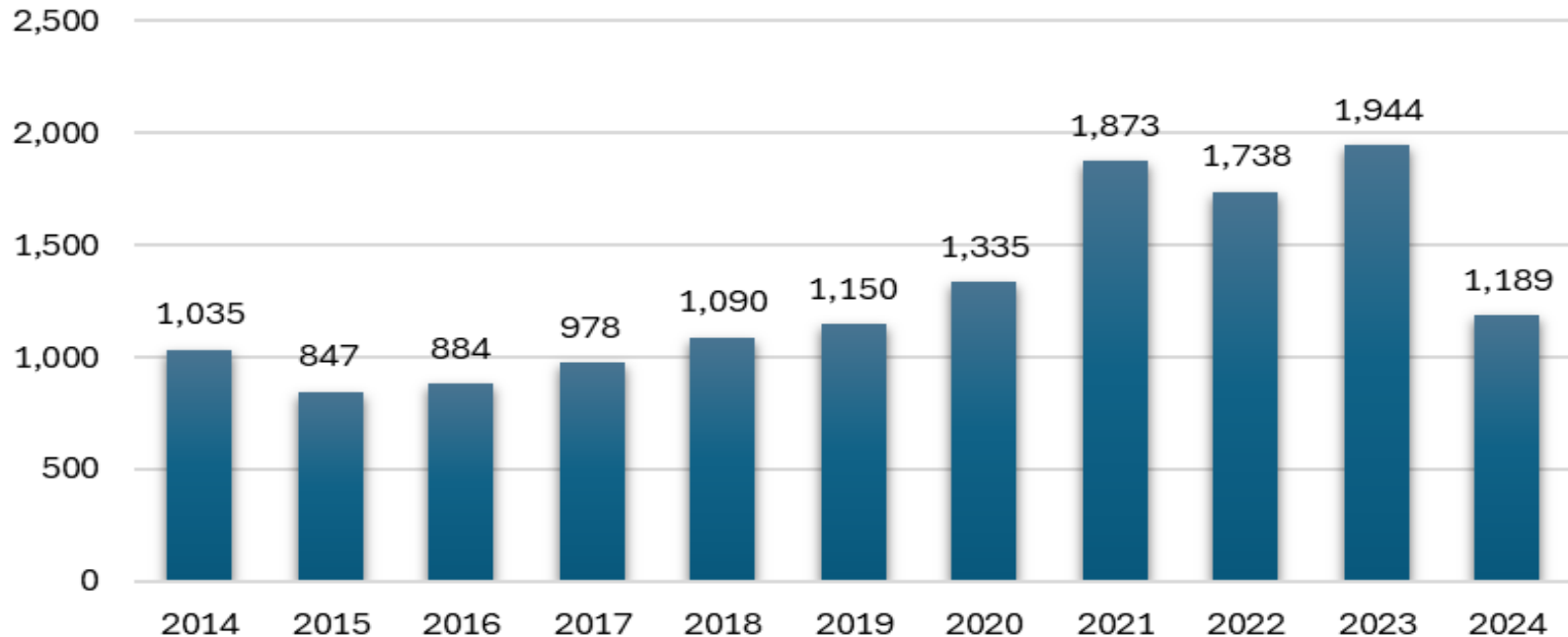
- KC Water has helped over 14,000 customers in need.

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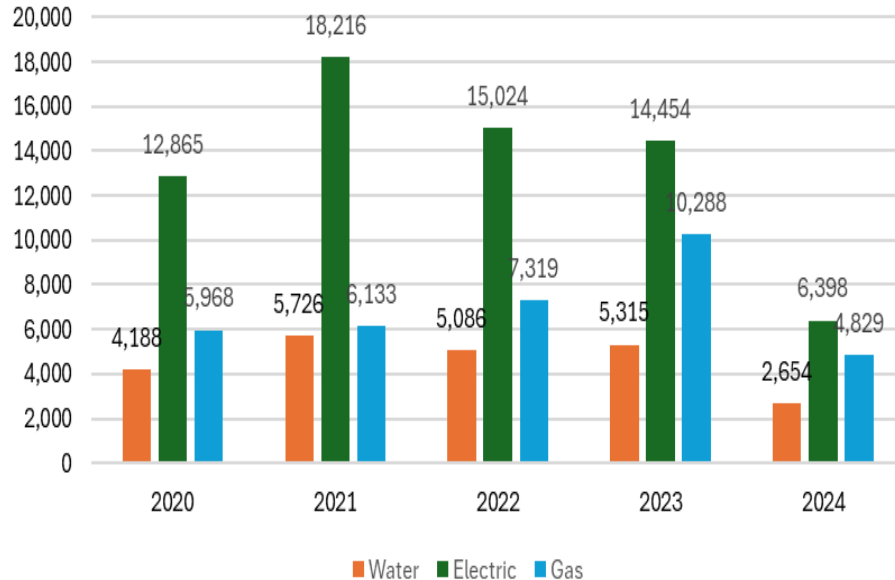
Number of KC Water Customers Assisted



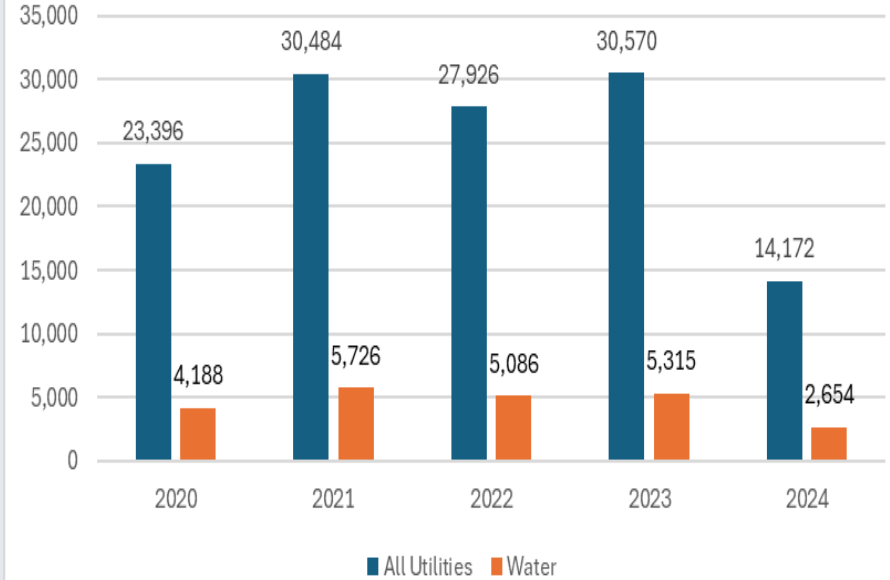
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211 Counts KC Metro

All Utilities



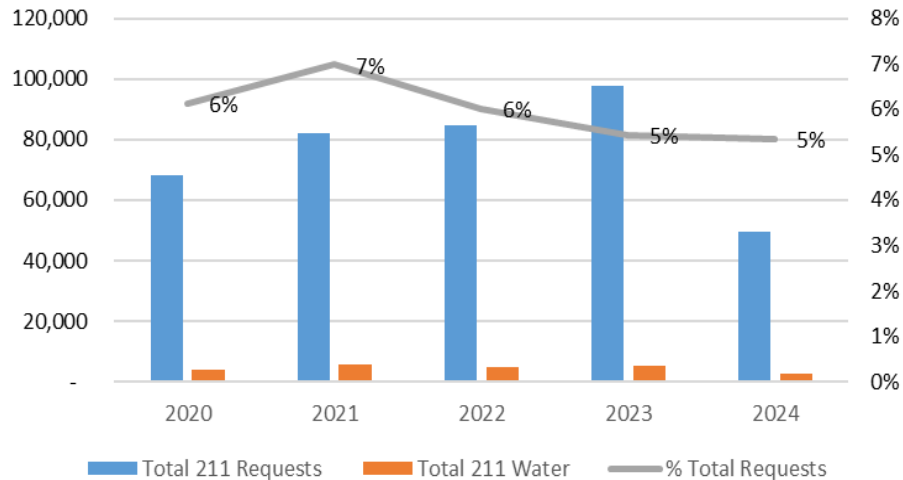
2-1-1 Counts



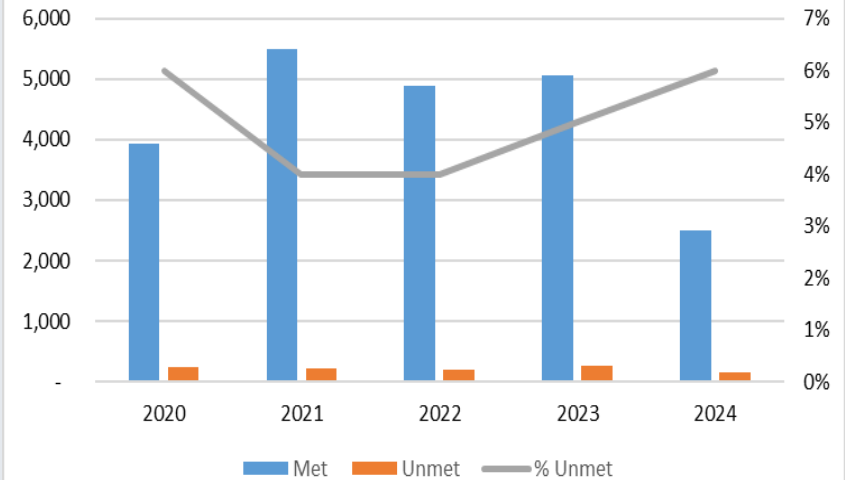
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211 Data Comparison

211 Requests and % Water

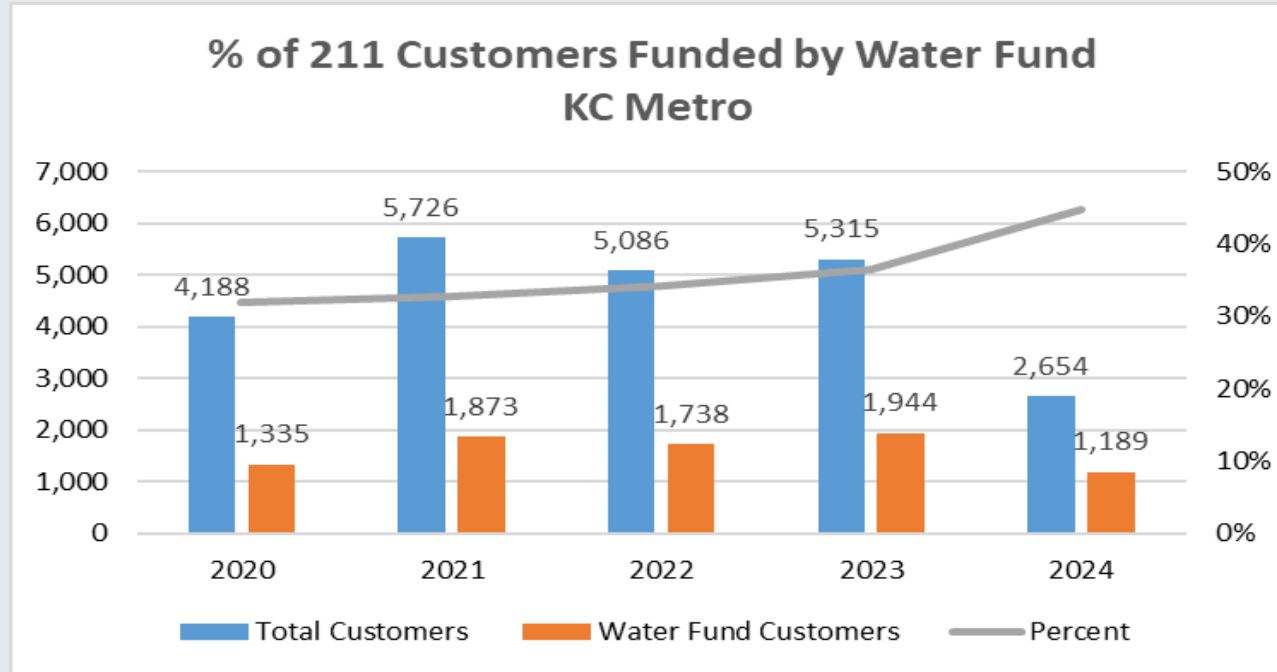


211 Need- Met vs. Unmet



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Percent of 211 Customers Funded by KC Water



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Customers interested in learning more about KC Water's needs-based assistance program and potential eligibility are encouraged to call 211 or 816-474-5112.

THANK YOU