

**Developing Community, Expanding
Opportunity, Improving Lives.**



Presentation Overview



Our Mission

We strive to assist Kent County Individuals, families, and communities to achieve lasting economic security and move out of poverty.





Programs & Services



Housing Services

Offer long-term sustainable housing solutions for residents



Emergency Services

Meet the immediate and basic needs of residents



Community Development

Invest in public infrastructure, non-profit services support, & affordable housing development



Senior Services

Support aging residents with vital and targeted resources



Strategic Plan Goals



1. Be recognized in the County as a **leader in fighting poverty.**
2. Ensure that all **services are equitable and accessible** to County residents.
3. Through operational excellence and community partnerships, **respond creatively and effectively** to new or changing community needs.
4. Provide **person-centered, comprehensive, and holistic** services to County residents.



Performance Measurement Goals



1. Prevent housing and other household crises through emergency and specialized services
2. Support healthy, safe, stable, cost-effective, and accessible housing for residents with low income through state and federal resources
3. Efficient and effective grant management of HUD Office of Community Planning and Development grants.
4. Offer high-quality services for residents 60 years and older that support their health, wellness, housing, and transportation needs

Key Performance

Goal:

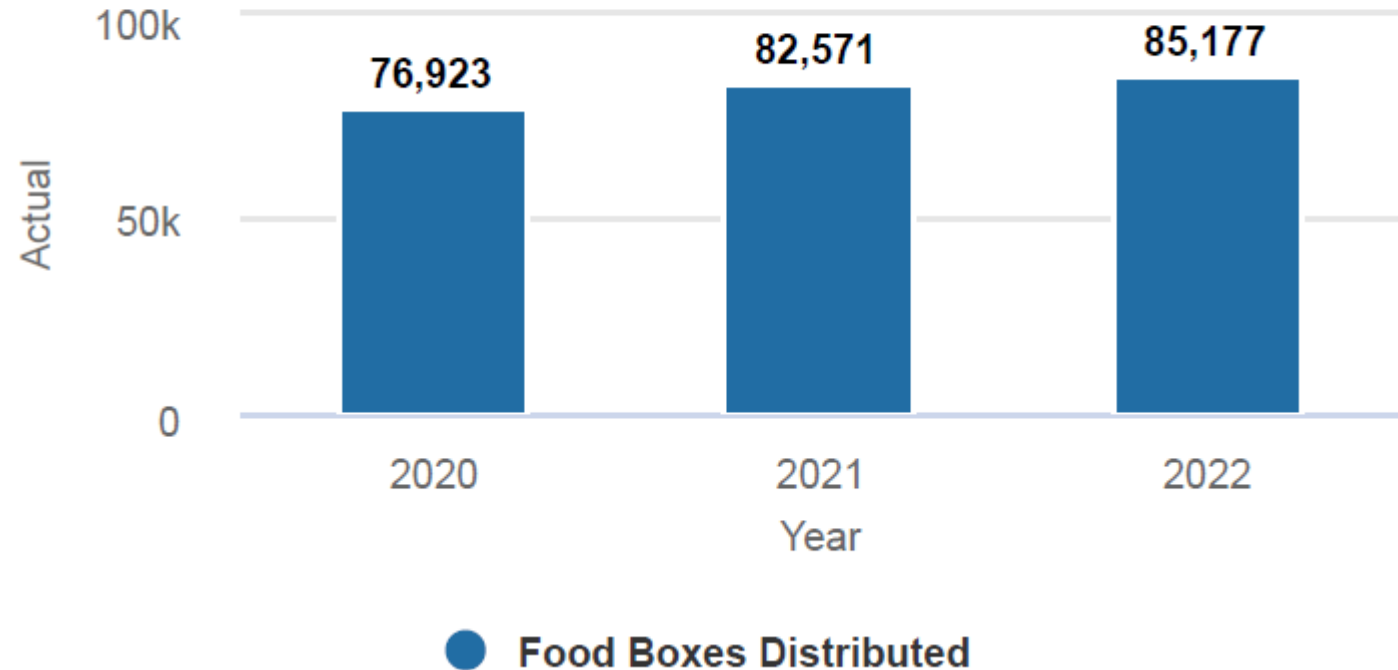
Prevent housing and other household crises through emergency and specialized services

Objective

To supplement the diets of low-income individuals and families by providing monthly emergency food



Number of Food Boxes Distributed Annually



Key Performance

Goal:

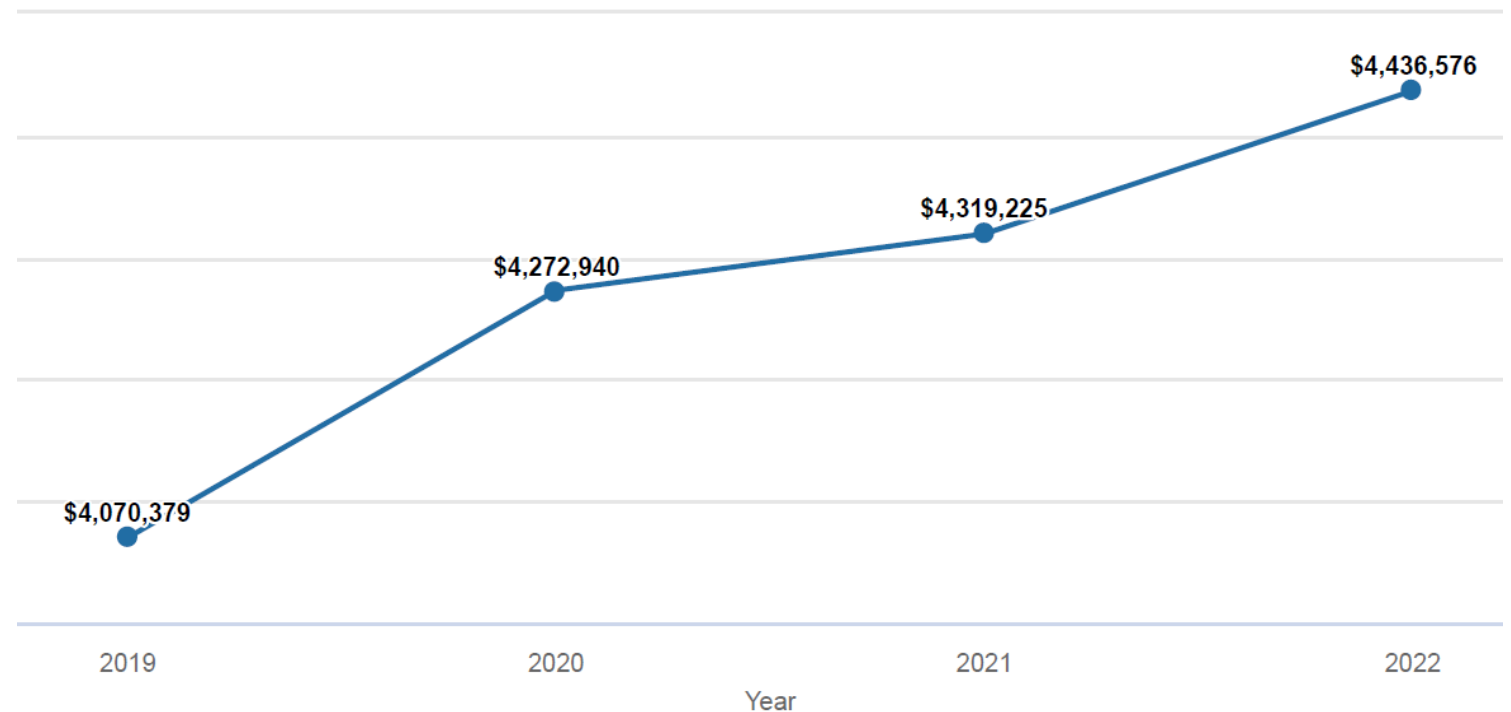
Support healthy, safe, stable, cost-effective, and accessible housing for residents

Objective:

Effectively manage a Housing Choice Voucher program to allow eligible low-income residents to maintain affordable housing



Value of Housing Choice Vouchers



Key Performance

Goal:

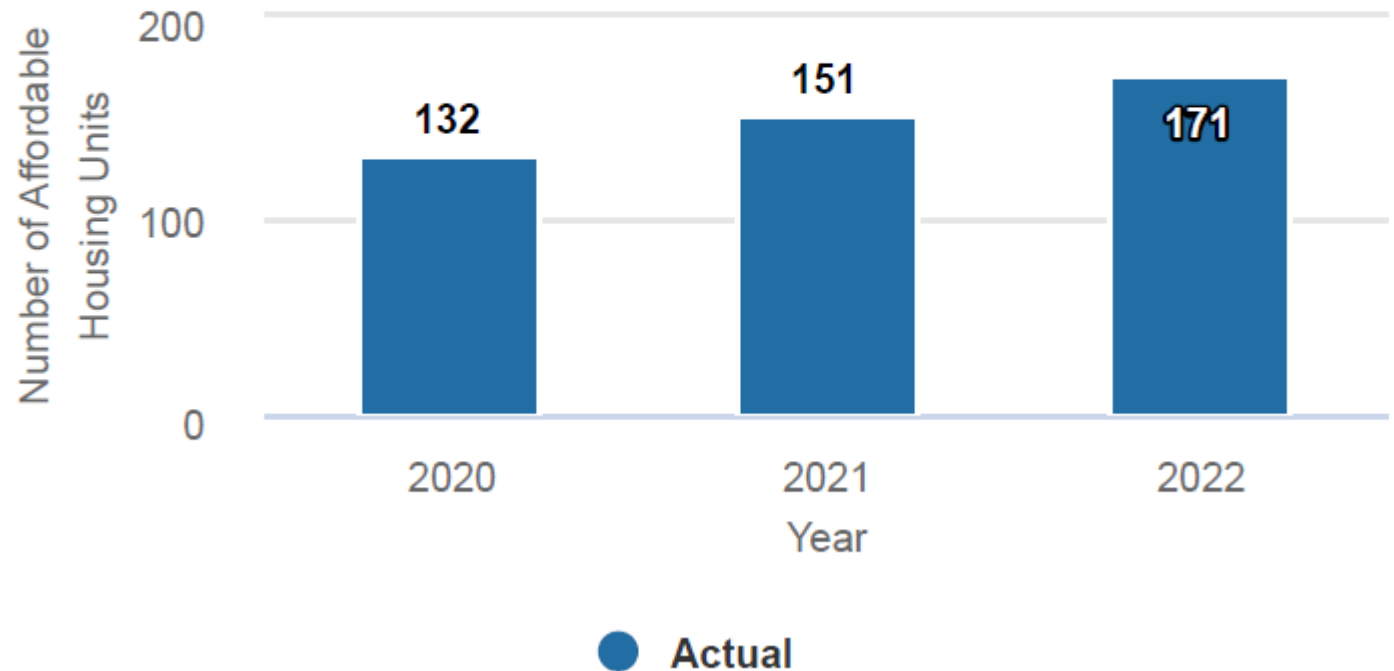
Efficient and effective grant management of HUD Office of Community Planning and Development grants

Objective:

Increase & retain the number of affordable housing units in Kent County



Number of Affordable Housing Units Rehabilitated or Constructed



Key Performance

Goal:

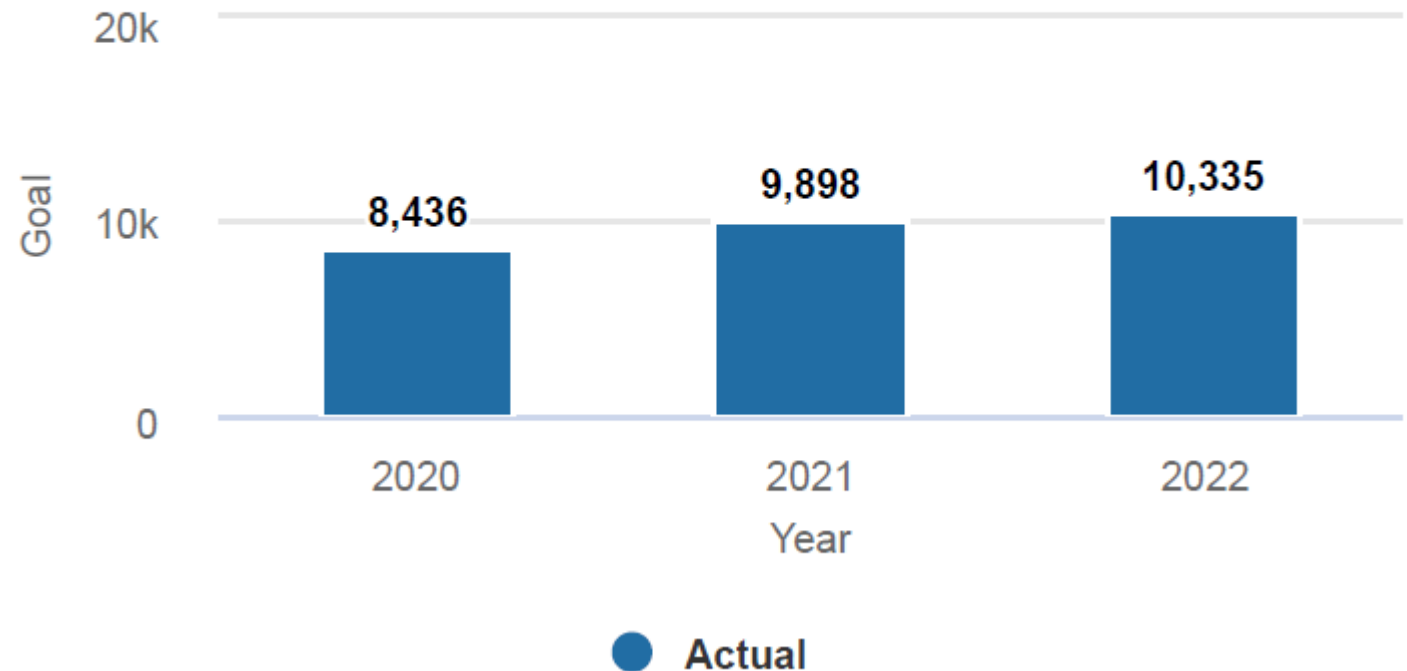
Offer high-quality services for residents 60 years and older that support their health, wellness, housing, and transportation needs

Objective:

To provide transportation for residents 60 years and older to access medical, nutrition, social, and mental health services



Number of Rides Provides to Seniors Annually



Community Impact: 2022 Annual Report



87,473 individuals
14,720 families
3,742 seniors
7,602 children

SERVED

41,299 information
and referral
calls

219 PARTNER
organizations

64,460
volunteer hours



204 home rehabilitation and weatherization projects completed to help families with low and moderate-income conserve energy, save money, and live in healthier, safer homes.



7 public infrastructure improvement projects completed including parks, roads, and sidewalks, impacting over 38,000 residents living in low to moderate income areas.
Investment: \$952,223



85,177 boxes of nutritious food distributed to low-income and senior households.
Value: \$1,835,413



501 individuals and families able to maintain safe and affordable housing of their choice each month due to the management of Housing Choice Vouchers
Value: \$4,436,576 in Housing Assistance Payments



18,794 Latin-American meals served to seniors, ensuring that seniors receive a nutritious meal in their home or in a group setting.

98%

of customers believe that KCCA helps to improve the condition in which persons with low-income live.

2023 Community Needs Assessment



MEDIAN HOUSEHOLD INCOME

for a family of four

\$72,782 SURVIVAL BUDGET¹

\$67,789 KENT COUNTY

\$55,385 GRAND RAPIDS



UNEMPLOYMENT RATES

6% in Kent County overall

10% Unemployment rate for **Black or African American people** in Kent County

14% Unemployment rate for **Black or African American people** in Grand Rapids

61,801

The number of households in Kent County that are housing-cost burdened, spending 30% or more of their annual income on housing

1 IN 3 PEOPLE surveyed identified transportation as a top need

1 IN 3 HOUSEHOLDS live within the ALICE or poverty thresholds, making it difficult to afford basic needs¹

85%

of Kent County residents do not have adequate broadband access at home



Education and income are connected—higher education is associated with a lower likelihood of experiencing poverty



Grand Rapids residents are uninsured at higher rates than the county and state

¹ALICE—or asset-limited, income-constrained, employed—is a term developed by the United Way to describe those who may live above the federal poverty guidelines but still struggle to afford the basic costs of living in their community. United Way calculates the survival budget using the cost of basics such as housing, food, health, transportation, and child care.

Where we are
headed and
EXCITED about...

- Culture Change & Organizational Excellence
- Accessible & Equitable Programs
- Community Partner Collaboration
- Braiding of Internal Programs & Funding
- Community Awareness
- Community Impact Dashboard
- Lead Remediation
- Weatherization Expansion
- Strategic Planning





Challenges

- Contractor Availability
- Rising Housing Cost
- Rising Building Materials Cost
- Rising Transportation Demand and Cost
- Talent Recruitment

Solutions

- Contractor engagement, training and, community impact messaging
- Shifting Program to Mortgage Assistance
- Seeking additional funding and resources
- Creative Recruitment



KENT COUNTY
**Community
Action**

accesskent.com/KCCA

Questions?

