



# 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



# ORDINANCE NO. 240551

## 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.

# ORDINANCE NO. 240551

## 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.

# ORDINANCE NO. 240551

## 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

# ORDINANCE NO. 240551

## 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.

# ORDINANCE NO. 240551

## 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.	

# ORDINANCE NO. 240551

## 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



# ORDINANCE NO. 240551

## The Results:

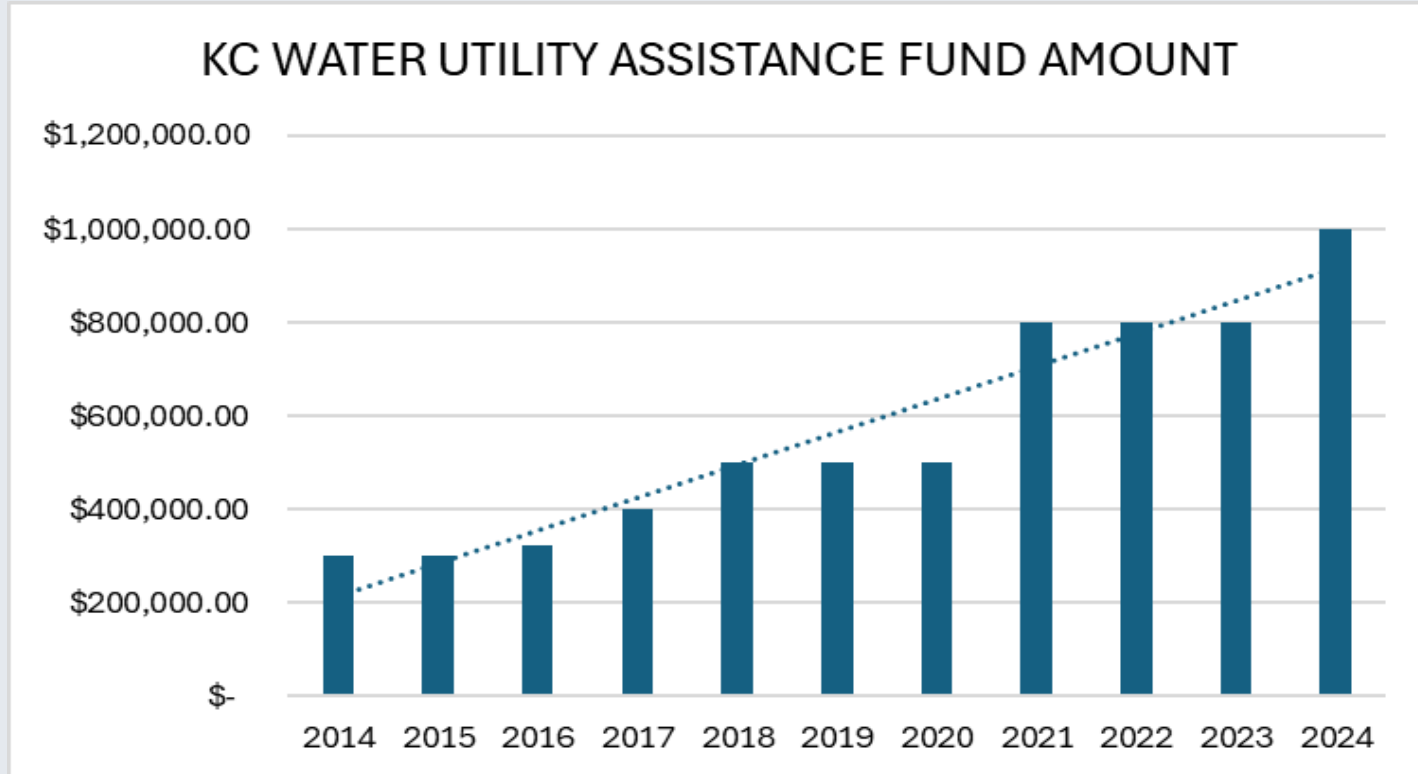
**\$5.4 Million**

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

**14,000 Customers**

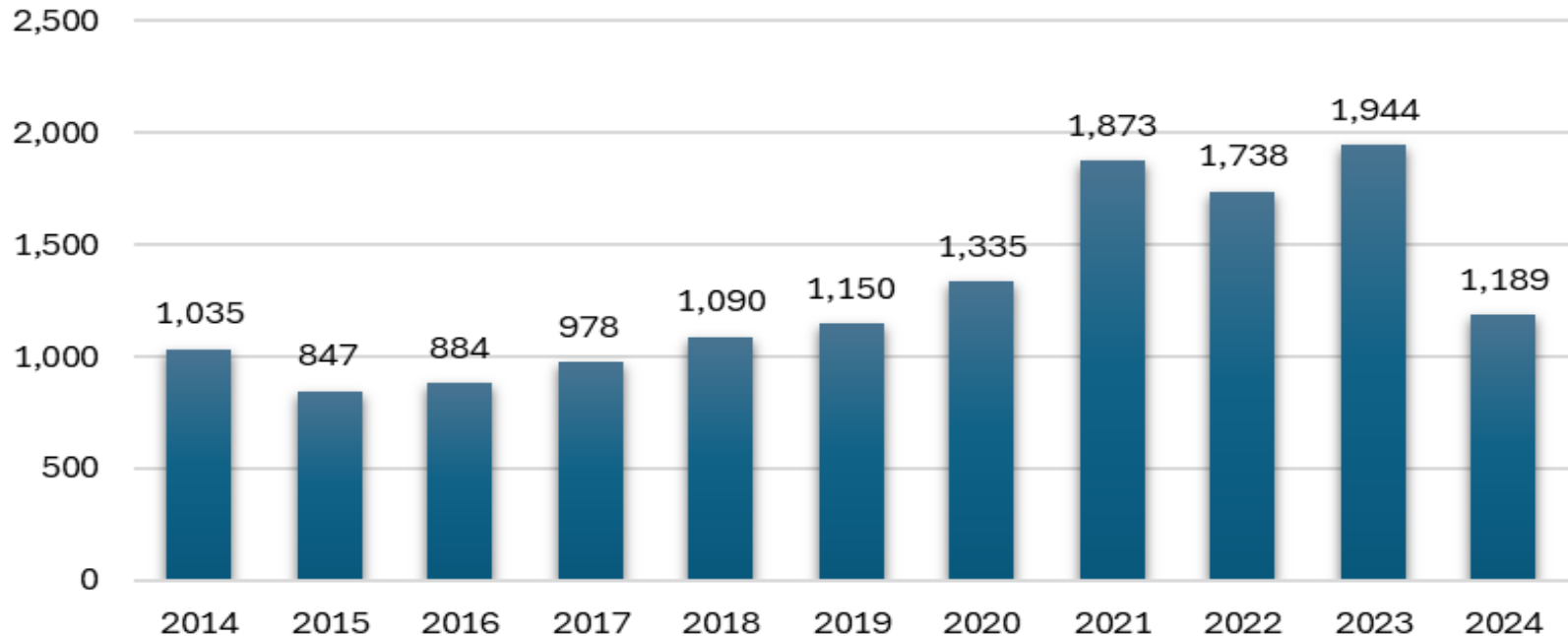
- KC Water has helped over 14,000 customers in need.

# ORDINANCE NO. 240551



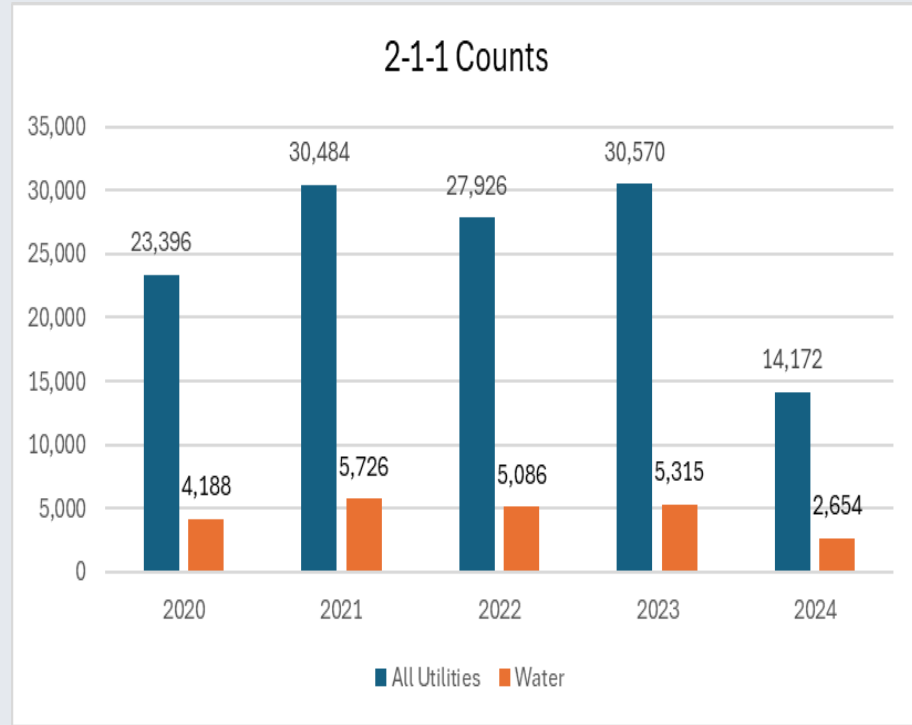
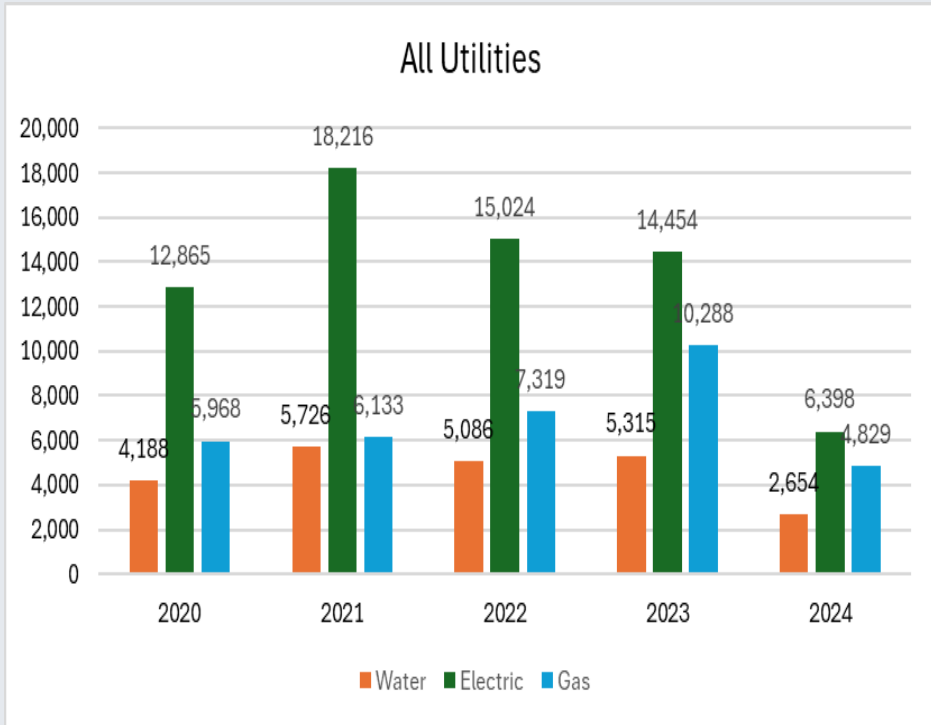
# ORDINANCE NO. 240551

## Number of KC Water Customers Assisted



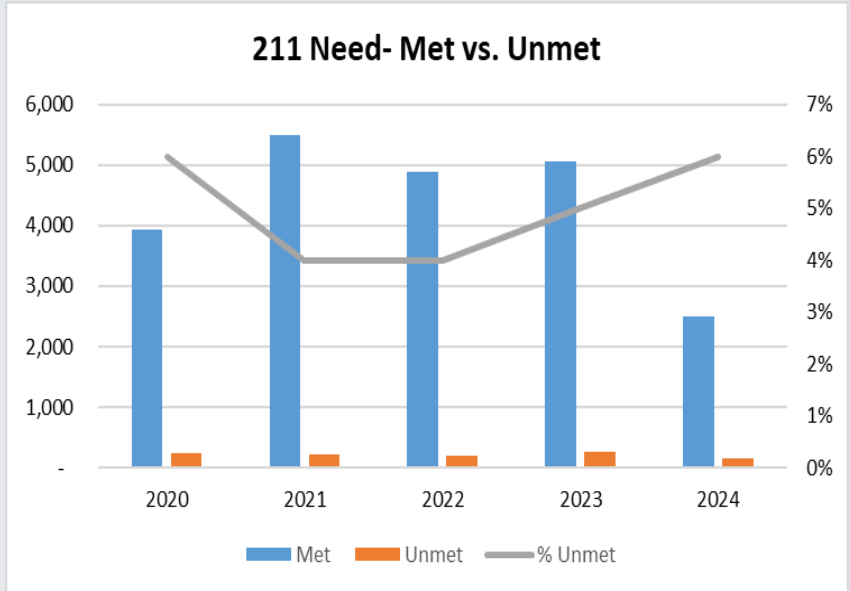
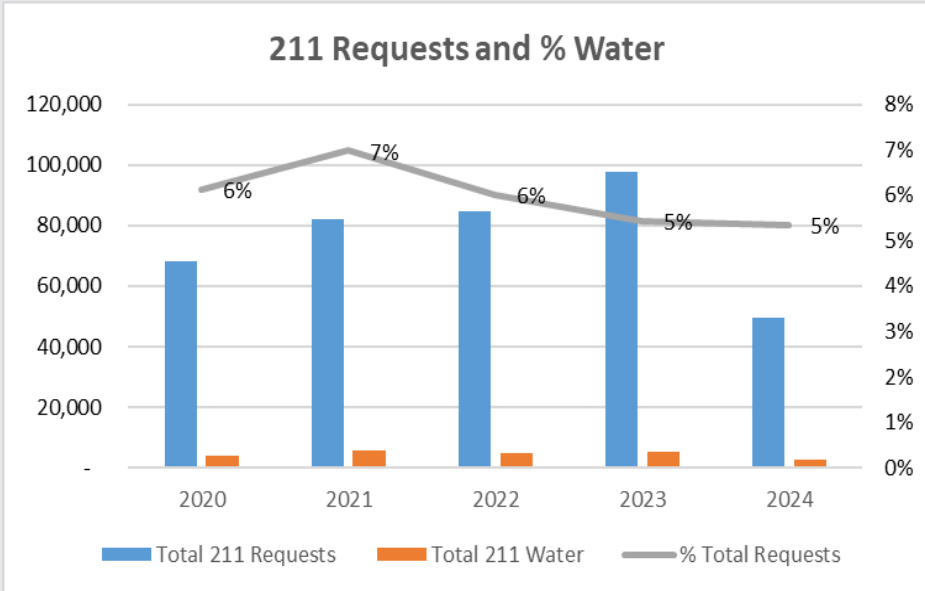
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## 211 Counts KC Metro



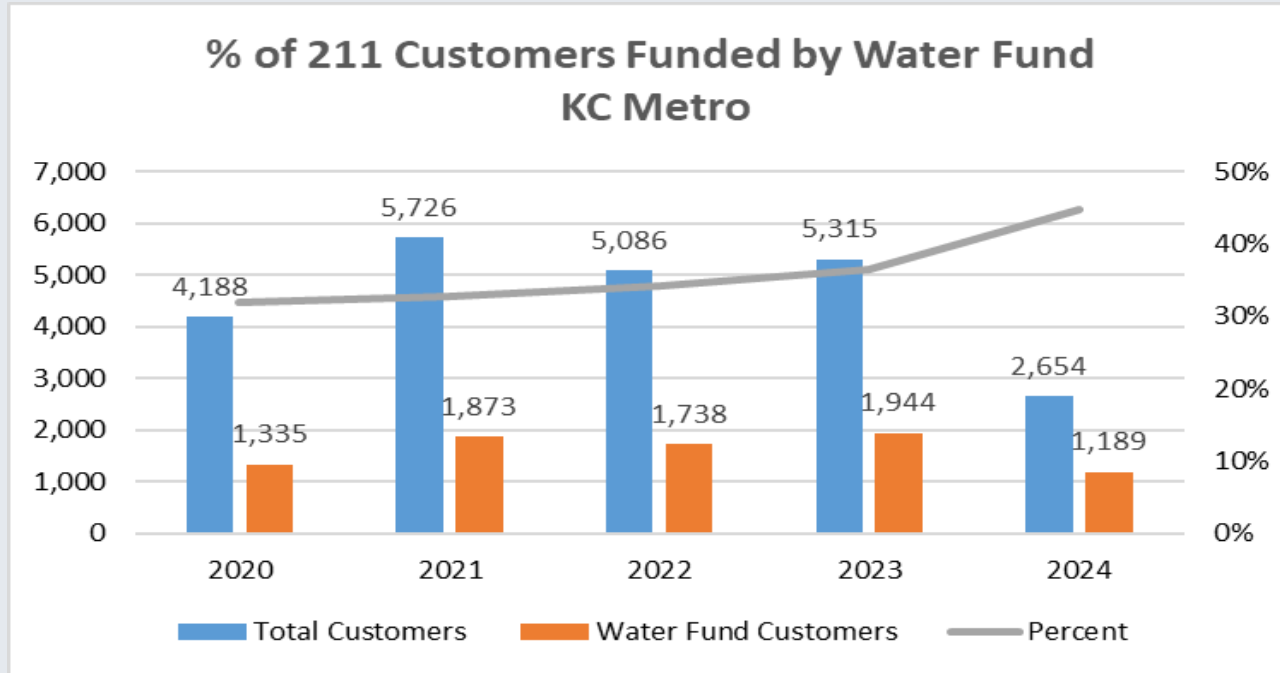
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## 211 Data Comparison



# ORDINANCE NO. 240551

## Percent of 211 Customers Funded by KC Water



# ORDINANCE NO. 240551

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

A decorative graphic at the bottom of the slide consisting of several overlapping, wavy bands of blue in various shades, ranging from light to dark, creating a sense of movement and depth.