



Resilience. Hope. Innovation.

FY 2019-2020 Impact Report



Dear Friends,

On behalf of Kingsley House, it is an honor to share with you our Annual Impact Report, an illustrative overview of the agency's community programs, advocacy work, and pandemic response efforts. Prior to the suspension of in-person operations in accord with the stay-at-home order issued in mid-March 2020, Kingsley was poised for another year of record growth. Our community-based programs were expanding, our fundraising efforts were reaching new heights, and our Whole Family Approach was impacting more people than ever before, helping to bridge social, educational, and economic gaps that have persisted for marginalized members of our community for far too long.

Thanks to the extraordinary commitment of our donors, community partners, board leadership, and staff, when the stay-at-home order took effect, we were able to quickly pivot and modify our service delivery model. Our Early Learning Services Teachers and Parent Educators engaged children and families with online classrooms and virtual programming; Family Advocates and Community Services staff continued to link families to critical resources and career opportunities, working in tandem with our Kingsley Connections Career Pathways partners; the Kingsley Adult Day Care team provided much needed resources and ongoing virtual engagement with our at-risk seniors, veterans, and medically fragile adults; and the staff leadership team expanded and enhanced its commitment to diversity, equity, and inclusion with program participants, staff, organizational partners and the community.

Key Moments & Milestones

- In the early days of the pandemic, our staff quickly connected with more than 1,000 families across all of our programs to not only address their immediate needs, but also their developing challenges such as job loss, disruption of skills training, and educational attainment.
- Thanks to generous funding from The Humana Foundation and W.K. Kellogg Foundation, as many of our heads of household suffered job loss, our Kingsley Connections Career Pathways established new strategic partnerships that linked families to career development, job training, and employment opportunities in well-paying, high-growth industries.
- As our community began a phased re-opening, our Early Learning Services effectively transitioned to a hybrid virtual and in-person model, carefully adhering to all CDC guidelines for social distancing, masks, and increased sanitation and cleaning measures. Our Adult Day Care team also initiated in-home wellness checks and daily food delivery for seniors, medically fragile adults, and veterans, and mental health supports were offered to all participants.
- Kingsley's service footprint also grew by an additional 1,000 families during the pandemic, as we provided support for residents of two additional mixed-income neighborhood communities: Faubourg Lafitte & Sacred Heart at St. Bernard.

While we continue to meet the ever-evolving needs of our community, and prepare to commemorate our 125th anniversary in 2021, we fully expect that Kingsley will continue to be a pillar of strength and service to Greater New Orleans families. Thank you all for your continued support.

Yours in Service,



Miles Channing Thomas
President, FY 19-20
Kingsley House Inc.
Board of Directors



Keith H. Liederman, Ph.D.
Chief Executive Officer



Our Mission

Kingsley House educates children, strengthens families and builds community.

Our Vision

We envision a city and region where all young children are ready to succeed and all citizens are healthy and economically stable.

Our Values

We are committed to:

- Shared Power and Voice
- Integrity and Excellence
- Diversity and Inclusion
- Collaboration
- Innovation



Impact at a Glance



8,000

total individuals served through Kingsley House's Early Learning Services, Adult Day Care, Youth, and Community and Supportive Services Programs.



2,800

families and seniors at Columbia Parc, Heritage Senior Residences, Faubourg Lafitte and Sacred Heart at St. Bernard residential communities had access to ongoing supportive services.



1,500 +

infants, toddlers, preschoolers and their families received high-quality early childhood development and education, and vital family supports.



100+

at-risk seniors, veterans and medically-fragile adults and their families benefited from year-round Adult Day Care.





Family Outcomes



374

families and seniors received nutrition assistance, financial management and coaching, and help with accessing available community resources to achieve their desired life goals.



1,500+

families received Kingsley House's Whole Family Approach services, which connect parents to vital community resources, career advancement and asset building strategies, while simultaneously preparing their children for success in school.



318

families created spending and saving plans that positioned them to make critical financial decisions during the pandemic.



271

families received emergency food vouchers and financial assistance and ongoing support, preventing homelessness, utility interruption and future crises.



187

households received free VITA tax preparation services totaling \$317,448.00 in federal returns, and just over \$50,000 in state returns. Families were able to claim multiple valuable tax credits and saved on average \$273 in tax preparation fees.

Every gift to Kingsley House is an investment in our community and directly impacts the lives of thousands of children, individuals and families throughout the Greater New Orleans area. Make a gift online and learn more about the impact of your donation at www.kingsleyhouse.org/support-us.

Stories of Impact & Inspiration



Meet Jeffrey

Kingsley Adult Day Care Participant

As one of Kingsley House's most familiar faces, Jeffrey has thrived at Kingsley House's Adult Day Care (KADC) program for the last 10 years. Born with impulse control disorder and cerebral palsy, it was imperative to Jeffrey's caregivers that he be in a supportive, yet structured environment. They found that and much more at Kingsley Adult Day Care, which Jeffrey considers his home away from home. "Kingsley House has given us hope that Jeffrey can learn as much as possible. There's also peace of mind knowing that when we drop him off, we can go on about our day without worry because he's well taken care of at Kingsley Adult Day Care," says his sister and caregiver Rebecca. Although Jeffrey greatly misses his 'in person' days due to COVID-19, he's been actively engaged with KADC's wellness checks and virtual programming throughout the pandemic and counts the online devotion and Zoom exercises among his favorite activities.



Meet Claudette

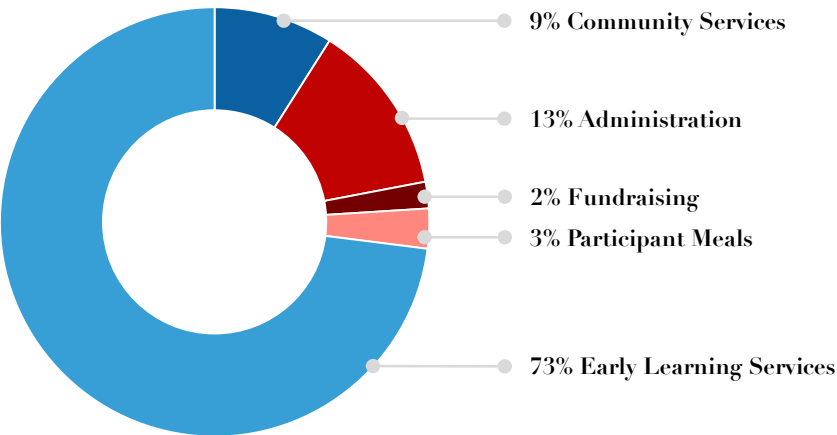
Kingsley Community & Supportive Services Program Participant

"I wouldn't say I found Kingsley House, Kingsley House found us," says Claudette, a Columbia Parc resident who first learned about Kingsley's Community & Supportive Services Program (CSSP) nine years ago when she moved into the Bayou District neighborhood development. Through CSSP, Claudette's son enrolled in an early education reading program which helped improve his reading scores by the time he enrolled in kindergarten. That decision has proven to be invaluable since Claudette's son is now a successful freshman student at Saint Augustine High School. Additionally, when Claudette became ill and hospitalized, Kingsley's CSSP provided emergency rental support services until she recovered. "The resources are phenomenal and covers everything from financial literacy to a home buyer's education program and serves everyone from youth and elderly to everyone in between," says Claudette. "If a person puts the effort into it, Kingsley House's Community and Supportive Services program will help that family grow stronger."



FY 2019-2020 Financials

Expense Breakdown



Income Breakdown

Self-Support Revenue	\$1,332,900
Government Grants	\$13,644,602
Non-Government Grants	\$1,363,911
Program Service Fees	\$85,907
Investment Income	(\$2,291)
United Way	\$153,520
Total Income	\$16,578,549

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Kingsley House is accredited by the Council on Accreditation (COA), the largest accrediting body for social and human services in the world, meeting the highest standards of professional practices.

