

2015-2016 Annual Report

Metropolitan Social Services



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615-880-2360 **[Metropolitan Homelessness Commission](#)**

Executive Director's Message

Executive Director, Renee Pratt



The 2015-2016 Annual Report reflects the array of services and activities of Metropolitan Social Services (MSS) that help the economically and socially disadvantaged people in Davidson County. Each year, MSS continues to provide services for many individuals and families, ranging from those families struggle to make ends meet to those who die without resources for proper burial of their remains. The programs are described at the end of this report.

Again this year, MSS worked with a variety of community partners to help families in need experience a good Thanksgiving meal by distributing food baskets to 300 families for their Thanksgiving feast. As Christmas approached, MSS again worked with its valued partners to provide holiday gifts to customer families that had been served during the year, distributing 100 bicycles to children and youth, as well as other gifts for hundreds of others.

MSS also released its 7th annual Community Needs Evaluation to provide demographic, social and socioeconomic data about Davidson County. This year's presentation, The Status of Davidson County's Poverty, included a special focus on workforce issues and opportunity for Nashvillians, particularly youth. The first Know Your Community report provided multiple data sets showing the differences in population characteristics across Metro's 35 Council Districts.

MSS's 4th Annual Ride 2 Thrive was held at Cleveland Park, providing family fun, face painting, free food, door prizes, music and much more. MSS appreciates the community partner organizations that make this event possible each year.

MSS is again pleased to provide this annual report to the community and appreciates the opportunity to provide services and activities that help our neighbors in need.

Metropolitan Social Services Board of Commissioners – 2015-2016

Pastor William Harris, Chair

Dr. Frank Boehm

Betty Johnson

Kim Johnson

Chrissy Kirkwood

Mary Rolando

Steven Meinbresse

Metropolitan Social Services – Annual Report 2015-2016

Thanksgiving Baskets for Families

Each year, Metropolitan Social Services (MSS) provides a Thanksgiving food basket for the families they have already served during the year. This allows families in need to have an enjoyable and filling Thanksgiving meal without worry about resources to pay for their family Thanksgiving. MSS could not do this without the generous participation of additional sponsors. MSS also appreciates the use of the facilities and volunteers of Tennessee State University to distribute the food each year.

Sponsors included the National Black Police Association-Nashville Chapter (NBPA), Tennessee Bikers Education Association (TBEA), Piccadilly Restaurant, Tennessee State University, Salvation Army and Save A Lot Grocery Store.

About 300 families received a ready-to-cook Thanksgiving dinner including desert. Without the dedication of the partners and volunteers, this event would not be as successful and able to serve families in need.



Christmas Holiday

Many of the families MSS provides services to cannot afford their basic necessities, especially as rent and utility costs have increased far faster than wages. Without assistance, most of these could not provide holiday presents for their children. MSS and its partners collect a variety of gifts suitable for children that are distributed in December to MSS clients who are served during the year.

MSS thanks its co-sponsors, the National Black Police Association-Nashville Chapter, Tennessee Bikers Education Association and The Hamptons at Woodland Pointe, which served 181 families and 467 children.



While this is an annual event, each year we look for new partners. This year, The Hamptons at Woodland Point apartment community donated a van full of holiday items for families. Many of the holiday gifts were from the Tennessee Bikers Education Association's annual toy run, in which motorcycle clubs caravan to Metro Social Services and bring toys and bicycles. This year they brought over 100 bicycles for children of all ages. The Christmas bag distribution was held on Saturday December 19, 2015, with volunteers from all partnering organizations and the day was filled with smiles, hugs and tears of joy.

The Status of Davidson County's Poverty

On March 1, 2016, MSS Planning & Coordination presented the 7th Annual [Community Needs Evaluation](#) at an event held at Looby Center. MSS Board Chair, Pastor William Harris, and MSS Executive Director, Renee Pratt, welcomed the 200+ participants to the event. Mayor Megan Barry spoke about the importance of providing opportunity to the residents of Davidson County, particularly the youth.

In addition to presentations by MSS employees, the program included discussion by a panel of local workforce (Paul Haynes (NCAC), Betty Johnson (Goodwill), Stephanie Harris (Metro Nashville Workforce Development Program @ JUMP), Ellen Zinkiewicz (NCAC), Bettie Kirkland (Project Return) and Ashford Hughes (Mayor Megan Barry's Office) and a consumer on an array of workforce issues and challenges.

Following the presentations, Steven Meinbresse, a member of the MSS Board of Commissioners, facilitated a discussion to invite community participation.

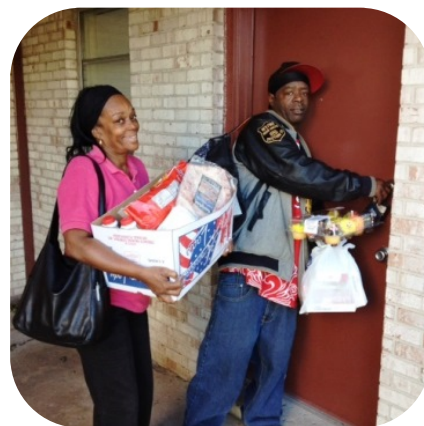


Metropolitan Homelessness Commission

Housing Placement Rate

In January 2015, the [How's Nashville](#) movement launched **2016 by 2016**, a local campaign to end Veteran homelessness and chronic homelessness by December 31, 2016. This campaign was aligned with *Zero: 2016*, a national effort that supported the local homeless service community through resource optimization and technical assistance.

The *2016 by 2016 campaign* set a goal to assist 595 local Veterans and 1,421 people experiencing chronic and/or vulnerable homelessness with permanent housing by the end of 2016. By June 2016, the *2016 by 2016 campaign* had assisted 412 Veterans and 1,043 people experiencing chronic homelessness since its launch in January of 2015.



In addition to a focus on increasing the housing placement rate, the Metropolitan Homelessness Commission took a leadership role in developing a Coordinated Entry System. The Homelessness Commission utilized a database called Homelink and focused on a housing navigation process deployed by the more than two dozen partner agencies engaged in working toward ending homelessness for individuals, families, and youth & young adults.

Because of the combined efforts, the monthly housing placement rate averaged 59 people experiencing chronic homelessness each month during FY2015/16 and 20 Veterans per month. In total, community partners reported that 709 people experiencing chronic homelessness and 245 Veterans moved into permanent housing.

Homeless Governance Discussion

Starting in May 2015, the Metropolitan Homelessness Commission partnered with the Metropolitan Development and Housing Agency (MDHA) and the Frist Foundation to commission a Homeless System Assessment Report and Recommendations. The goal was to evaluate how well the Nashville community performs in terms of having a coordinated approach to homelessness in place and develop recommendations to improve our current system.

The Focus Strategies Report, as it became known, was published in March 2016. It recommended that Nashville consider consolidating its governance structure from a dual system – one focused on the work of the Metropolitan Homelessness Commission and the other around the Continuum of Care – to move from a collaboration of programs to a consolidated systems approach. Talks about how to move forward on the governance structure were still ongoing at the end of the fiscal year.

Ending Homelessness for Youth and Young Adults

The Metropolitan Homelessness Commission partnered with Oasis Center to launch an effort to address homelessness for youth and young adults. With technical assistance from the True Colors Fund, more than 20 partners developed the Key Action Plan, which outlines specific tasks in the areas of immediate response, prevention, coordinated entry & assessment, and long-term solutions. A community launch was held in June of 2016, which was attended by Mayor Megan Barry and local funders.

Financial Assistance Coalition Provider Fair

On March 9, the Financial Assistance Coalition (organized by Metro Social Services, along with Rooftop and NeedLink) invited local agencies to a Provider Fair designed to help these organizations have a better understanding of the resources that were available to help their customers who have/had financial assistance needs.

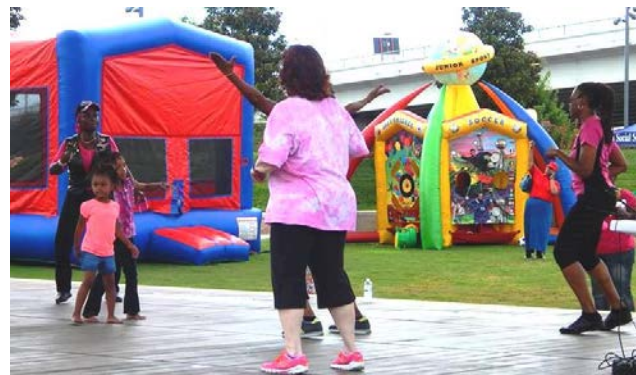
It was also a way for service providers and their staffs to find out, not only what was available, but also to get to know the people who would be working with them or their customers and to learn the criteria and how to access the services that each financial assistance organization provides.



In addition, the fair provided a great way for service providers to meet informally and learn more about other service providers and agencies as well. The fair gave service providers an opportunity to walk around to various organizations' tables with questions, receive answers, and find out any changes. The fair provided service providers with an opportunity to create a log of resources for their customers along with the ways on how to access those services.

Ride 2 Thrive – April 9

On April 9, 2016, Metropolitan Social Services sponsored the 4th Annual Ride 2 Thrive at Cleveland Park. Families participated in the Family Fun Zone, Kid's Korner, face painting, free food, door prizes, healthy cooking sessions, music, and received information and resources.



Special thanks to the partners and vendors who helped make this another successful event: National Black Police Association-Nashville Chapter, Tennessee Bikers Education Association, Metro Department of Parks and Recreation, Piccadilly Restaurants, Save-A-Lot Food Stores, Salvation Army Family Resource Center and CMS Uniforms.



Nashville must unite to fight poverty

In 2015-2016, the longest-serving member of the MSS Board of Commissioners was Dr. Frank Boehm (Vanderbilt Medical Center), who has regular columns published in the Tennessean.

On January 26, his article in the Tennessean ["Nashville must unite to fight poverty"](#) described the extremely high poverty in the U. S. and the detrimental effects poverty has on those who experience it. He noted that many Nashvillians are not aware that one in five Davidson County residents lives in poverty.

The column stated, "Many of us in Nashville live in a bubble that often prevents us from seeing what is going on with the vulnerable citizens among us. It also keeps us from thinking of ways to help those who are not as fortunate. Because of this, I believe we should take a moment to step outside our bubble and view the world as it really is."



United Way of Metropolitan Nashville

In April, United Way of Metropolitan Nashville held its Campaign Awards Luncheon. MSS Executive Director, Renee Pratt, representing the Metro Nashville Government received two awards recognizing the positive impact on the community and consistency and campaign excellence. Thank you to United Way for their work to help people in Davidson County and for these awards to recognize the Metropolitan Government.

Nashville Ballet performance for Senior Nutrition Program

In May 2016, the Nashville Ballet presented Carnival of the Animals for groups of participants from the MSS Senior Nutrition Program. The participants gathered at Elizabeth Park Senior Citizen Center for the performances and a nutritious meal. Many thanks to the Nashville Ballet for providing outstanding entertainment for Davidson County's seniors.



Know Your Community

On June 28, 2016, Metro Social Services and the Neighborhoods Resource Center hosted an event to present ["Know Your Community."](#) Prepared by Planning & Coordination, this publication provides an array of data demonstrating the differences in population characteristics across Metro's 35 Council Districts. Vice Mayor David Bailey was on the program and spoke about the importance of having and using objective data to more effectively identify and address community needs.



Direct Services Update - July 1, 2015-June 30, 2016

Senior Nutrition Program – served 174,484 meals to 11,238 seniors, with 269 new customers. Provided 7,487 trips for 919 seniors.

Burial Program – provided 115 burials and 26 cremations.

Homemaker Program – provided 10,415 hours of homemaker and personal care services to 96 customers.

Family Support Program – provided services to 3,251 customers, including 1,848 new customers, with services provided at the main office plus community locations.

- Served 2 customers referred from the Public Defender's Office, 196 families referred by the MNPS HERO program for homeless families (Homeless Education Resources Outreach), served 40 former offenders.
- Provided 61 families with financial assistance to meet basic needs.
- Provided 76 food boxes to families. Provided 29 families with food vouchers.
- Provided 1,147 MTA bus passes for customers who were seeking housing and/or employment.
- Placed 116 customers/families in housing.
- Provided referrals for additional community services: 164 to the Financial Empowerment Center, 157 for domestic violence services, 57 to Metropolitan Action Commission for rent and utility assistance (available for homeless families that are securing permanent housing of which 33 were approved).
- Customers served included 130 referrals from the Mayor's Office and 2 from Metro Council members.

Budget Summary		2013-14	2014-15	2015-16
Expenditures and Transfers:				
	GSD General Fund	\$ 7,936,200	\$ 7,883,100	\$ 7,908,300
	Special Purpose Funds	158,300	543,300	220,400
	Total Expenditures and Transfers	\$ 8,094,500	\$ 8,426,400	\$ 8,128,700
Revenues and Transfers:				
	Program Revenue			
	Charges, Commissions, and Fees	\$ 25,600	\$ 26,300	\$ 30,000
	Other Governments and Agencies	1,439,600	1,813,200	1,250,300
	Other Program Revenue	193,300	185,500	23,400
	Total Program Revenue	\$ 1,658,500	\$ 2,025,000	\$ 1,303,700
	Non-program Revenue	0	0	0
	Transfers From Other Funds and Units	0	0	0
	Total Revenues	\$ 1,658,500	\$ 2,025,000	\$ 1,303,700
	Expenditures Per Capita	\$ 12.49	\$ 12.79	\$ 12.16
Positions	Total Budgeted Positions	87	86	82
Contacts	Director: Renee Pratt email: renee.pratt@nashville.gov Financial Manager: Lisa Ricketts email: lisa.ricketts@nashville.gov 800 2nd Avenue North 37201 Phone: 615-862-6400 Fax: 615-862-6404			



Metropolitan Social Services Programs and Services

Direct Services

Family Services Program – 615-862-6458

The Family Services Program helps customers in develop or improve their life skills, increase independence and improve family stability. Services include Information and Referral Services, Counseling, Case Management and other assistance.

Homeless Services - 615-880-2526

Addresses the needs of individuals and families who are homeless or at imminent risk of becoming homeless by providing supportive services and coordinating direct services with partner agencies.

Burial Assistance - 615-862-6458

Provides assistance to families experiencing grief from the loss of a loved one.

Senior Nutrition Services - 615-880-2292

Promotes health and well-being of persons age 60 and over by providing nutritious meals at congregate meal sites or delivering to senior homes.

Nutritional Food Supplement – 615-892-6458

Nutritional food supplement sold with doctor's prescription.

Adult and Children's Homemaker Program - 615-862-6480

Serves frail elderly and disabled adults who need help with household tasks and/or personal care and provides specialized services to support families with children under age 18 who are at imminent risk of entering state custody. (Program discontinued during the following fiscal year.)

Planning & Coordination 615-862-6494

Planning & Coordination collects and analyzes data regarding social/human service needs to identify unmet needs and anticipate emerging issues. The information is disseminated to elected officials, funders, community organizations and to the community. Planning & Coordination produces an annual Community Needs Evaluation, issue briefs and newsletters, available online.

Metropolitan Homelessness Commission 615-880-2360

The Metropolitan Homelessness Commission brings advocates, nonprofit organizations, for-profit business leaders, government agencies, and the public together to collaborate on solutions for homelessness in Nashville.