

Metro Social Services Annual Report FY2016-2017

*Through its
Congregate Senior
Meal Program, Metro
Social Services served
over 13,000 meals to
839 seniors.*

Highlights of Achievements of Metro Social Services.

Services Provided from July 1, 2016-June 30, 2017

- Served a total of 156,847 meals to 10,245 seniors through the congregational and homebound senior nutrition programs.
- Provided 120 burials and 39 cremations.
- Placed a total of 164 households (individuals and families) in housing.
- Provided 84 emergency food boxes.
- Provided 32 families with family meal vouchers (valued at \$3,525).
- Provided 60 families with emergency motel stays due to a lack of shelter beds (valued at \$50,000).
- Referred 189 households to the Financial Empowerment Program.
- Received 122 referrals through the HERO program.
- Received 191 domestic violence referrals for case management.
- Distributed 825 bus passes for housing and employment services.
- Provided 8,124 trips to 858 seniors.
- Received 3,790 phone calls to the front desk regarding housing related assistance.
- Received 299 phone calls on the coordinated entry line from families outside of Davidson County.
- Received 171 referrals for services from the Mayor's Office, which are responded to within 24 business hours.
- Served 3,731 customers through the MSS Family Support Programs, which includes both new and existing customers including co-located sisters and burial customers.
- Served a total of 1,780 new customers during the fiscal year.
- Provided 78 referrals to the Metro Action Commission for rent, electric, and water deposits for people experiencing homelessness who are securing permanent housing.

Overflow Cold Weather Shelter

Metro Social Services (MSS) hired and trained temporary staff along with MSS staff to help run a Metro overflow shelter. Starting in January 2017, the shelter was opened when temperatures for zip code 37203 were predicted to reach a low of 25 degrees Fahrenheit. Opening a Metro shelter was done in collaboration with the Office of Emergency Management, Metro Parks, Public Works, Sheriff's Office and other partners.

Other Highlights

Metro Social Services closed its Homemaker program in December 2016.

The 8th Annual Community Needs Evaluation was released in February 2017.

Metro Social Services found that approximately 87% of people coming to MSS for services need assistance with housing or housing-related concerns.

The Metropolitan Homelessness Commission hired a Homeless Outreach Team funded by a state grant. This was a one-time grant, which was not renewable. Metro Social Services included the funding for the program in the Homelessness Commission budget moving forward.

The Metropolitan Homelessness Commission Director Will Connelly resigned to take a job in Denver, Colorado. Judith Tackett, who had served as assistant director under Mr. Connelly, took the place of interim director.

Contact Information

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