

Johnson County Aging & Human Services

Multi-Service Centers

Mission

“Providing essential human services as a safety net, targeting older adults, people with a disability, and low-income residents, in order to support independence, dignity, and self-sufficiency.”



Two Divisions

Area Agency on Aging



Outreach Services



Multi-Service Centers (MSC)

Multi-Service Centers partner with the community to bring services to the neighborhood level, adding to the overall quality of life and enhancing independence and self-sufficiency for low-income residents.

Community Partnerships

- AccessKC
- Catholic Charities
- El Centro
- Jewish Family Services
- Salvation Army
- Faith Based Organizations
- School Districts

School District Partnerships

- **Project HOME**

Housing Opportunities Move Everyone

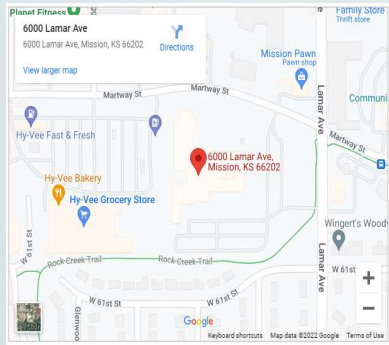
- Launched in 2016 school year
- Shawnee Mission School District

- **Impact Olathe**

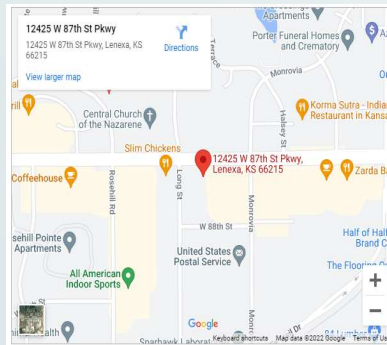
- Launched in 2017 school year
- Olathe School District

- Identifies & assists families who are homeless or at-risk for homelessness
- Provides opportunity for families to meet with officials from various agencies.
- Local agencies collaborate to connect families with resources related to housing, finance, utilities, food, employment, healthcare, etc.
- Meet twice a month

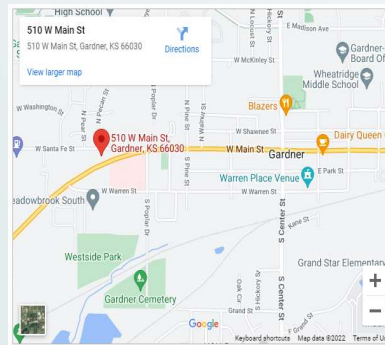
Multi-Service Center Locations



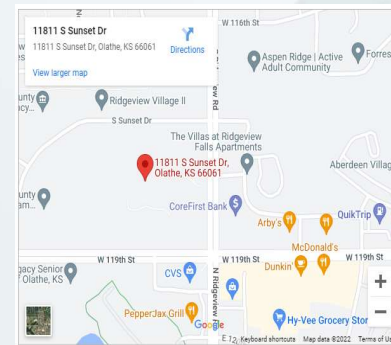
Northeast MSC
Mission



Northcentral MSC
Lenexa



Southwest MSC
Gardner



Central MSC
Olathe
**No Food Pantry

Stabilization Services

- Multi-Service Centers provide stabilization assistance.
- Assistance funds are available to help qualifying residents with utility assistance, medical needs, food pantry, limited rental assistance and other special needs.



Qualifications for Assistance

- Applicants must be a Johnson County resident
- Applicants' gross income must be at or below the 200% of the federal poverty level.
 - Income documentation is required for the previous 30 day period for all members in the household 18+
- Provide documentation:
 - Social Security cards for all members 18+ in the household
 - Driver's licenses for all members 18+ in the household
 - Additional documentation may be required for different types of services

FY 2024 200% Poverty Guidelines

PERSONS	Monthly
1	\$2,510
2	\$3,407
3	\$4,303
4	\$5,200
5	\$6,097
6	\$6,993
7	\$7,890
8	\$8,787

Utility Assistance

- Financial assistance to avoid utility disconnection
- Assistance available for electric, water, gas, wastewater and propane utility bills
- Assistance available for past due utility bills or assistance with payment plans
- Limited dollar amount annually per household, varies based on funding
- Not on-going assistance



Food Pantry

- Includes non-perishable food and hygiene products
- Once certified, resident can visit every thirty days
- Meant to be supplemental to free up funds for household budget (childcare, gas, rent, etc.)
- Food pantries located at North Central (Lenexa), North East (Mission), and Southwest (Gardner) locations.



AccessKC

- AccessKC is a program that provides short term emergency medical assistance for those in need.
- Medical assistance
 - Emergency dental care (fillings and extractions)
 - Diabetic supplies
 - Durable medical equipment (including hearing aids)
 - Prescriptions (no controlled substances)
 - Vision exam and eyeglasses
- MSC issues vouchers
- Medical services are not provided on-site



Rental Assistance

- Financial assistance to prevent eviction
- Limited funding available for partial rent payment
- Appointments are based on funding and staff availability
- Resident can not owe more than one month's rent
- Rent assistance is available for past due rent; no down payments, deposits or application fees
- MSC's do not have hotel vouchers
- One time assistance



Rent Assistance

- Provided by and limited to the following six municipalities
 - Overland Park
 - Prairie Village
 - Shawnee
 - Roeland Park
 - Merriam
 - Gardner

Scheduling an Appointment

- All services are provided by appointment only.
- Calls answered 8:30 am -4:30 pm, Monday - Friday by a live team member
- Applicant will provide basic demographic information.
 - Name, address, zip code, how many people in household
- Applicant will provide basic income information.
 - Gross income from all sources including child support, Social Security, disability, wages, income tax returns
- If scheduling an appointment for Utility Assistance:
 - Applicant must provide name of utility, how much is past due, date of last payment, due date
- Appointments are typically scheduled within 2-3 business days.
 - Rent appointments are not scheduled during a phone screening. A case manager will call back the applicant to collect additional information to determine if applicant qualifies for rent assistance.
- Staff will provide applicant a verbal list of required documents
 - An email will follow with appointment reminder and list of required documents

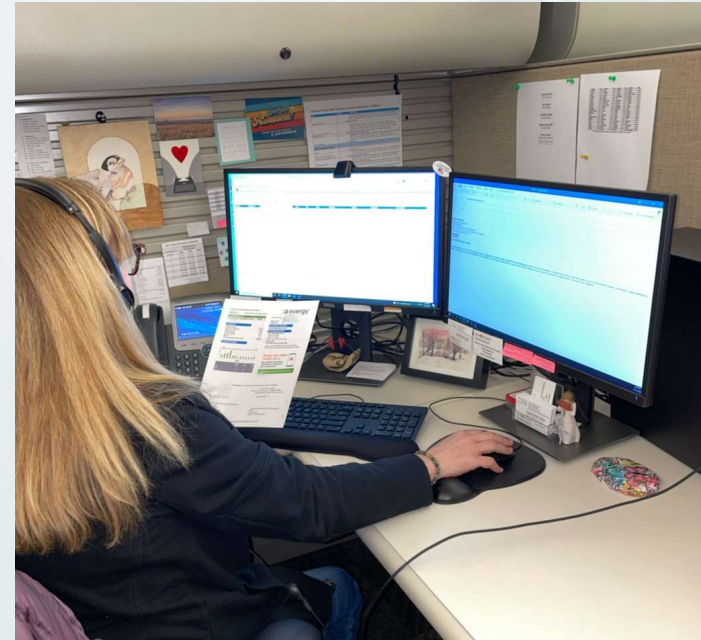
Preparing for an Appointment

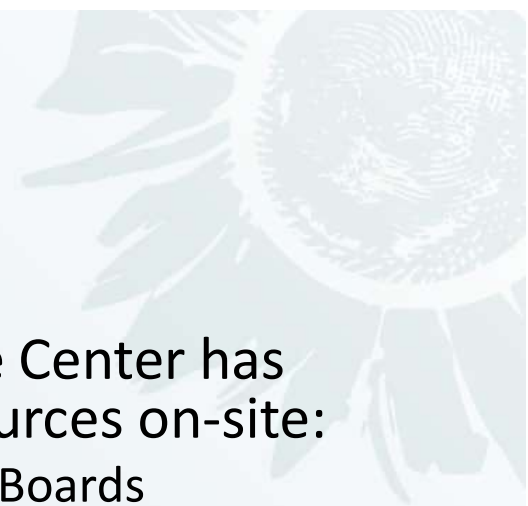
- Applicants must gather all required documents prior to the scheduled appointment.
- Applicant can email documents prior to the appointment by replying to the appointment reminder email.
- If applicant has any questions about documentation, please call Multi-Service Center phone line or visit website:
<https://www.jocogov.org/departments/aging-and-human-services/outreach-services/preparing-your-appointment>
- Most appointments are scheduled for 90 minutes.
- MSC services are provided on-site by appointment only.



After Appointment

- Pledges (payments) are made directly to the utility company for utility assistance.
- Payments are made directly to the landlord for rental assistance.
- Allow 2-4 weeks for payments to post to utility account or to landlord.
- If additional assistance is needed for future services, a new appointment must be scheduled.





Additional Resources

- MyRC is an online platform that connects individuals who require assistance with the resources they need to meet their needs.
 - Housing
 - Transportation
 - Food
 - Employment
 - Healthcare
- Each Multi-Service Center has the following resources on-site:
 - Job/Employment Boards
 - Education Resources (continuing education, GED, or finishing high school)
 - Mental Health Resources
 - Domestic Violence Resources
 - Food Pantry Resources

<https://ims.jocogov.org/rc/>



Contact Information



**Johnson County
Multi-Service Centers**
(913) 715-6653