Objectives

- Share personal experience leading Matt Talbot Kitchen & Outreach and Core Areas of Service
- Developing a strong Volunteer Program and recognizing its value
- Research and model best practice programs
- Share resources and collaboration
- Keeping it going by institutionalizing an Ethical Culture
In 1992, volunteers founded Matt Talbot, and began serving meals to the homeless at 19th & R Streets in Lincoln, NE.
In 1999, Susanne Blue, CMSW, was hired as Matt Talbot’s first executive director.
In 2010, Matt Talbot moved to our current location in the old Carnegie Library on north 27th Street.
Through the generosity of the community, we built a 9,000 sq. ft. addition to the library.
In 2017 we completed a 2,500 square foot building expansion to house our growing substance use and housing programs.
Our Mission
The Mission of Matt Talbot Kitchen & Outreach is to serve the physical, emotional and spiritual needs of Lincoln's working poor, and homeless through outreach, advocacy, education and the provision of food and shelter.

Vision
Defeat hunger and homelessness. Restore hope!

Core Values
Compassionate love
Dignity
Empowerment
Community
Integrity
Relieving Hunger
Matt Talbot is the largest provider of free meals in southeast Nebraska, serving over 110,000 meals annually.
Emergency Food Pantries
Nutrition Counseling • Hope Garden • Adult Cooking Classes • Kids CAFÉ
Defeating Homelessness
Serving the Chronically Homeless
Housing First provides permanent supportive housing of 15 chronically homeless individuals & 5 families. Placements are supported by services in order to remain housed.
Landlord Liaison Project:
Housing Locator & Contingency Fund

28 landlords or property managers are partners to date.
Homeless Diversion Program

Our newest program is designed to prevent people from becoming homeless through mediation, conflict resolution, and housing assistance.
Homeless ID Program: We are one of the few organizations in Lancaster County who will help replace lost or stolen identification for persons who are homeless.
Life Skills Training: Employment, Budgeting, Housing, Parenting
Intensive Case Management

- Goal oriented process
- Comprehensive assessment
- Measurable objectives
- Active communication
Addressing Addiction
CARE Program

The Substance Use Program includes:

• Counseling
• Advocacy
• Referral
• Education
• Evaluation
Free substance use evaluations are provided for the homeless so they can enter treatment.
Providing Outreach
Matt Talbot Kitchen & Outreach provides approximately 35,000 outreach and homeless prevention services each year.
“Being able to shower and do laundry is a huge blessing. Being homeless, people tend to treat you as non-human. Being able to shower and do laundry makes me feel like I am human because I can stay clean.”

— Matt Talbot guest
We collaborate with many other agencies:
Clinic with a Heart • Food Bank of Lincoln • CEDARS • Veterans Affairs • AA • Lincoln Literacy • CenterPointe • Lincoln/Lancaster Co. Health Department, Bluestem Health and others.
We host many community partners, such as Union College and Paul Mitchell The School.
Celebrating 26 years of BOLD HOPE!
Established strong volunteer program that provides, prepares and serves the food for meals. This is atypical of other community kitchens. The value of this is estimated at over $800,000 per year!

- Maintained through Volunteer Coordination and Recognition, evaluated annually through surveys, host annual recognition event, invest is tracking software.

- Do your homework, what’s being done successfully across the nation? Reach out to experts in the field.

- Community Kitchen is ideal to reach “hard to serve population.”

- Housing First is a best practice

- Landlord Liaison Project is a best practice

- Homeless Diversion is a best practice
What keeps this successful? Ethics &
Surrounding Your Organization with Good
People

- Ensure Effective Codes of Conduct and
  Compliance Programs
  - Reinforces core values
  - Deters misconduct
  - Promotes trust
  - And reduces organizations risk of
    conflicting interests and legal liability
Ethical culture continued…

**Promote effective financial management**

**Internal controls guidelines:**

- **Segregation of duties.** Have a different person open the mail, endorse and deposit the checks, reconcile the books, create reports, and oversee the system.

- **Policies.** Draft policies that cover check signing, expense reimbursement, credit card usage, discretionary funds, petty cash, access to confidential documents, and so on. Keep policy and procedures manual up to date.

- **Conflict of interest.** Exclude persons with conflicts of interest from decision making. Take bids, document decisions, and leave personal benefit considerations outside of the office or boardroom.

- **Job descriptions.** Make sure everyone on staff and on board has a clear job description that defines duties and authorities.

- **Audit.** Engage an outside auditor who also reviews your processes and procedures and provides guidance on how to improve your system.
Ethics continued...

- Establish transparency—Transparency builds trust, and makes employees feel that they’re working for an organization with higher ethical standards. Is your organization directing resources in a cost effective way?
  - Establish a balance between overhead such as investing in infrastructure or fundraising capacity and actual program delivery.
  - Top management leads with integrity
  - Supervisors reinforce ethical conduct
  - Peers display commitment to ethics
  - Values are integrated into day to day decision making
  - Leaders should strive for a decision making process that is transparent and responsive to competing stakeholder interests.
  - Seek diverse perspectives and dissenting views
Ethical Standards Needed Across the Board

- Resource allocation
- Strategic Planning
- Personnel and Compensation Decisions
- Performance Evaluations
- Grant Writing
- Communications and Public Relations
- Criteria for Promotion and Hiring

Policies should be specific to avoid “gray” areas which helps people to perform better.
Establish a complaint procedure such as a “whistler blower” policy that encourage individuals to share concerns without retaliation

- Photograph responsibly and only use with permission
- Respect confidentiality and establish a Confidentiality Policy
- Thank donors and volunteers often and in a timely manner no matter the size of the gift
- In times of Crisis be transparent and Respond quickly
- Be Cyber-secure
- Post your Values and Mission in facility
- Care for the Environment-follow sustainable practices.
- Leaders must display ethics to firmly establish the culture-words and actions must be congruent.
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thank you