

# CITYLINK CENTER

Cincinnati, Ohio

## PROJECT SUMMARY

*Development of a new community care facility*

CityLink utilized New Markets Tax Credit (NMTC) financing for the development of a 84,500 SF community campus, where many of Cincinnati's finest social service agencies work collaboratively to give low-income members of the community comprehensive, holistic care in one convenient location. NMTCs filled a financing gap and enabled the project to establish a firm financial foundation by eliminating cash flow concerns, while encouraging further investment from investors in the community.

CityLink officially launched in January of 2013. Since then, over 15 different agencies have helped low-income clients to acquire necessary skills, abilities, and confidence in areas of employment, education, and financial literacy, while simultaneously removing barriers in the areas of childcare, transportation, and health. In just the first year of operation, the center successfully facilitated a variety of services for its clients including new employment, GED acquisition, financial education, and new vehicle purchases. The center's collaborative approach brings together the city's top social service agencies, volunteers from throughout the community, and community and church partners all focused on working together to impact lives.

## BACKGROUND

CityLink is a city-wide initiative started by a group of social service agencies who recognized the need for integrated services for the city's low-income population. This bundled services model comes from the Centers for Working Families (CWF), developed by the Annie E. Casey Foundation several years ago as a response to the challenges facing low-income, working adults and their families. CWF was built upon the realization that programs to help people climb out of poverty were often underutilized for a number of reasons: scheduling conflicts, transportation barriers, the embarrassment of asking for help, and even lack of awareness that these programs existed.

By offering and integrating employment services, access to publicly available resources and financial services, CWF found that clients who received bundled services were three to four times more likely to achieve a major economic outcome than clients receiving one service.



## KEY DETAILS

### BASICS

LISC New Markets Tax Credit Allocation: **\$9.2 million**  
Total Development Cost: **\$12.8 million**

### STAKEHOLDERS

**Sponsor/Developer**  
CityLink

**LISC Program**  
Greater Cincinnati and Northern Kentucky LISC

**Investor/Co-CDE**  
PNC Bank

### NEED

- 58.7% poverty rate
- Family income 25.6% of the area median
- Unemployment rate 4.28 times the national average
- Enterprise community

### IMPACT

- 84,500 SF of community space
- 39 construction jobs created
- 15 new permanent jobs created
- 963 clients served in first year

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