

MID-YEAR REPORT FOR OUTCOME PROGRESS

Reporting for: July 1 – November 30, 2017

Agency Name: Good Neighbor Emergency Assistance, Inc.

Program Name: Emergency Rent/Utility Assistance Program

Brief Description of Program:

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

Rental assistance is provided to clients in danger of being evicted to prevent individuals and families from becoming homeless. Utility assistance is provided to those facing disconnection to prevent the disruption of needed services. As an emergency service, rent/utility assistance can only be provided once in a twelve month period and all payments are made directly to landlords, property managers or utility companies.

2. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

Follow up surveys are conducted by telephone with landlords, property managers and utility companies a minimum of nine months after Good Neighbor rent/utility assistance has been provided. These surveys are used to ascertain each household's current status.

3. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

Because follow up surveys are conducted a minimum of nine months after services provision, no outcomes for the current fiscal year have been gathered.

4. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:**

During FY 15 – 16, the last full year that statistics were gathered, 73% of those clients receiving rental assistance through Good Neighbor were either still in their homes or had moved in good standing with their landlords at the time the surveys were conducted. During the same period, 86% of those receiving utility assistance either still had active accounts or had closed the account without leaving an outstanding balance.

5. Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):

The Emergency Rent/Utility Assistance program is utilized as a means to control cash flow during times of limited funding, by reducing the number of appointments that are scheduled. Good Neighbor has seen an increase in demand for all agency services, both last year and the current year to date. The Healthy Food Voucher program (HFVP) saw a 24% increase last year over the previous year and the Gas voucher program (GVP) had a 19% increase during the same period. Through the first five months of this fiscal year, the HFVP is up 6% over the same period last year and the GVP has increased over 15%. In response, Good Neighbor has reduced the number of available rent/utility appointments by nearly 30% during the months of November and December in an effort to control costs.

6. Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):

Through the first five months of the fiscal year, Good Neighbor has provided rent and/or utility assistance to 162 households. Despite having reduced available appointments, this represents four more households served over the same period last year.

7. Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?

In November of this year, 13 households requesting rent/utility assistance were unable to receive services due to limiting appointments. As of 12-14-17, only six remaining appointments are available in the month, so it is likely that the number of households turned away will increase.

8. Comments:

This year's Good Neighbor ASSET request represents a significant increase for emergency rent/utility assistance in an effort to avoid reducing available appointments.

MID-YEAR REPORT FOR OUTCOME PROGRESS

Reporting for: July 1 – November 30, 2017

Agency Name: Good Neighbor Emergency Assistance, Inc.

Program Name: Healthy Food Voucher Program

Brief Description of Program:

1. **Program/ Service Outcome (Change/ Benefit to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on program/ service outcome from July 1 to date:**

The Healthy Food Voucher program (HFVP) allows Story County residents to receive \$30.00 worth of vouchers (six \$5.00 vouchers) once per calendar quarter to purchase nutritious food items. The vouchers can be redeemed at nine grocery stores throughout Story County, including stores in Nevada, Story City, Huxley and Slater.

2. **Measurement Used (How Often, Tools Used) – please refer back to the corresponding ABF 5(O) and provide an update on measurement used from July 1 to date:**

Given the nature of the program, no formalized outcome measurement is used.

3. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

Given the nature of the program, no formalized outcome measurement is used.

4. **Outcomes Achieved (Result to Clients/ Community) – please refer back to the corresponding ABF 5(O) and provide an update on the outcomes achieved from July 1 to date:**

Each food voucher clearly states the food items that can be purchased and no change is given, ensuring that redeemed vouchers are used for the purchase of nutritious food items. Because individuals and families can purchase preferred items within each eligible food category (i.e. fruits, vegetables, meats, etc.), the likelihood that food purchased will not be wasted is increased.

5. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**

There were no significant barriers encountered in the Healthy Food Voucher program during the reporting period. The program saw a 24% increase in the number of households served in the

last fiscal year, and a 6% increase through the first 5 months of this year compared to the same period last year. Since no eligible applicant is turned away from the HFVP, this increase has forced a reduction in service provision in the rent/utility program.

6. Clients Served (please refer back to the corresponding ABF 5 Service Statistics and provide an update on number of clients served from July 1 to date):

Through the reporting period, Good Neighbor has distributed 4,158 food vouchers to 693 Story County households. Through the same five month period last year, 3,930 vouchers were distributed to 655 households.

7. Have you had to turn any clients away that desire to participate in this program? If so, why? If so, how many? If so, when?

Given the issue of hunger in our community, Good Neighbor is committed to not turning away any eligible applicant seeking food vouchers. In instances in which available agency funding is limited, cost reductions will occur in the Emergency Rent/Utility program, as opposed to the Healthy Food or Gas voucher programs.

8. Comments:

This year's Good Neighbor ASSET request for the HFVP includes a significant increase to address both increased demand for the service, and to reduce limiting available appointments in the agency's emergency rent/utility assistance program.