

## MID-YEAR REPORT FOR OUTCOME PROGRESS

**Reporting for: July 1 – November 30 of the current year!**

**Agency Name: Mid Iowa Community Action, Inc.**

**Program Name: Story County Emergency Food Pantry**

Brief Description of Program:

The Story County Emergency Food Pantry provides emergency food to any Story County resident in need. Families may access the food pantry once per calendar month. The package provided will sustain the family receiving it for three to five days (packages are sized to the number of people in the household).

- 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 food pantry provides emergency food for families in need thereby reducing or eliminating food insecurity for many Story County residents. During the reporting period, the pantry served 2,541 unduplicated individuals from 912 unduplicated households. On average, households visited the pantry 2.6 times.

- 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:**

Impact on clients and the community is measured by the units of service provided, the number of individuals and families served, and the amount of community donations. The agency continues to utilize a web-based, agency-wide database to monitor food pantry usage. Data is analyzed monthly by the family development worker, the center manager, and the program director. Finally, pantry data is incorporated into a dashboard report that is reviewed by the agency's board of directors.

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

During the reporting period, the pantry:

- Provided 3,329 units of service
- Served 2,541 unduplicated individuals from 912 unduplicated households
- Received 27,818.50 pounds of food

**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:**

The Story County Emergency Food Pantry reduced or eliminated food insecurity for 2,541 unduplicated individuals in 912 unduplicated Story County households during the reporting period.

**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):**

During this reporting period, the pantry experienced increased monthly usage that exceeded donations of food. This meant the pantry needed to purchase more food than usual. Unfortunately, the Food Bank of Iowa was undergoing construction that drastically reduced the type and amount of food available for partner pantries, including MICA's, to purchase at steep discounts. To keep the pantry stocked, items were purchased from local grocery stores. MICA continues to work on community engagement to garner year-round support of the pantry.

**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):**

MICA's Story County Food Pantry served 2,541 unduplicated individuals in 912 unduplicated Story County families.

**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?**

MICA did not turn anyone away from the food pantry during this reporting period.

**8. Comments:**

## MID-YEAR REPORT FOR OUTCOME PROGRESS

**Reporting for: July 1 – November 30 of the current year!**

**Agency Name: Mid-Iowa Community Action, Inc.**

**Program Name: Family Development – Steps to Success**

Brief Description of Program:

MICA's Steps to Success program serves low-income families in Story County using MICA's Family Development Model. This model is strengths-based and utilizes one-on-one meetings with families to develop goals, manage finances, and provide support throughout program enrollment.

MICA's family development specialists use a variety of tools and assessments to guide this work with families. Examples of these resources include budgets, spending trackers, the Life Skills Progression tool – which measures a family's current state in key areas – Ecomaps, and the Family Well-Being Assessment.

- 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:**

MICA served 11 families during the reporting period. We continue to use the Life Skills Progression (LSP) tool to measure families' stability in six life areas. Our goal is to have 90% of families exiting the program at safe levels in selected areas. When families are safe in these areas, they are more likely to have the resources, knowledge, and skills necessary to create the life they want for their families.

- 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:**

Steps to Success utilizes a web-based database to input data and access reports. The specialist documents their work with families including demographics, contacts made, assessment scores, home visits, referrals made and utilized, goals and objectives established, and progress made toward achieving those goals.

The LSP tool is administered within 45 days of entering the program, every six months thereafter, and at program exit. Data from the LSP is analyzed monthly during the family development specialist's one-on-one meeting with their supervisor, and by the family and community development director.

Data from the Steps to Success program is also integrated into a Family Development program report, which is monitored by the agency's Board of Directors.

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

Between July 1, 2017 and November 30, 2017, Steps to Success:

- Administered 4 LSP assessments.
- Provided 69 hours of home visiting.
- Provided 92 hours of visits outside the home.
- Provided 62 hours of contacts other than a home visit.
- Provided 12 hours of advocacy.
- 2 families exited the program.

**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:**

Listed below are the LSP scores of families that exited the program during the reporting period:

- 50% have increased resources and are at a safe level.
- 50% are providing healthy family environments.
- 50% are in nurturing family environments.
- 100% have appropriate parenting knowledge and skills.
- 0% are scoring safe on the income measure.

**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 program did not experience any barriers to providing services during the reporting period.

**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):**

11 families were served during the reporting period.

**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?**

The program did not have to turn any clients away during the reporting period.

**8. Comments:**

## MID-YEAR REPORT FOR OUTCOME PROGRESS

**Reporting for: July 1 – November 30 of the current year!**

**Agency Name: Mid-Iowa Community Action, Inc.**

**Program Name: Child Dental**

**Brief Description of Program:**

Child Dental (dental voucher program) provides vouchers to uninsured or underinsured children to receive dental services at the Story County Dental Clinic or another provider.

- 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:**

Few dentists accept Iowa's state dental insurance programs Medicaid (for individuals 0-18) and Dental Wellness Plan (for individuals 19 and older). Without MICA's Child Dental program, many of the children we served would not have received care. Without timely and appropriate care, many of these children would eventually require costly and painful restorative work. The Child Dental program ensures children from low-income families receive the care they need to maintain their oral health.

MICA has renewed its contracts with local dentists to accept these vouchers. Additionally, MICA's own Story County Dental Clinic will continue to provide work through this voucher program.

Child Dental vouchers have been very helpful to the low-income community because they give low-income, uninsured families quick access to care.

- 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:**

MICA continues to measure the program's impact on clients and the community by recording the number of individuals who received vouchers, demographic data, the services provided, and the dentists providing services. Data is recorded as service is provided, and this data is managed in a spreadsheet.

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

During the reporting period, 15 individuals received vouchers. Data on these individuals will soon be transferred to a web-based, agency-wide database utilized by the ASSET-funded Story County Dental Clinic and other agency programs. This integration will allow for easier identification of trend data as well as targeting of information and services to families.

**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:**

There were 15 unduplicated children served using Child Dental vouchers. Many dentists are willing to serve children from the Child Dental program because it will reimburse their full fee. Some dentists will even perform procedures for a reduced fee to allow the program to stretch its ASSET funding and serve more individuals than it could otherwise. During this reporting period, vouchers were utilized at the Story County Dental Clinic.

**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 Child Dental program did not encounter any barriers to providing service during the reporting period.

**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):**

There were 15 children served using ASSET-funded Child Dental vouchers.

**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?**

No eligible child was turned away from the program.

**8. Comments:**

## MID-YEAR REPORT FOR OUTCOME PROGRESS

**Reporting for: July 1 – November 30 of the current year!**

**Agency Name: Mid-Iowa Community Action, Inc.**

**Program Name: Fluoride Varnish**

**Brief Description of Program:**

MICA's Fluoride Varnish program provides fluoride varnishes to uninsured individuals who earn less than 200% of federal poverty guidelines. Fluoride varnishes protect teeth from decay, which helps prevent future oral health problems. The patient, and his or her parents if the patient is a minor, receives oral health education and oral hygiene instruction including instruction on brushing as well as nutritional counseling. Additionally, parents of minor patients are provided information that stresses the importance of oral health and its impact on maintaining overall health.

- 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:**

Applying fluoride varnishes is one of the most successful and cost-effective ways to prevent tooth decay and reduce the need for restorative dental services. ASSET funding allowed the Fluoride Varnish program to provide fluoride varnishes to 54 children.

- 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:**

The program's impact on our clients and the community we serve is measured by the number of people who receive fluoride varnishes. This measurement is captured at the time of service and recorded in a spreadsheet. This information will soon be added to an agency database already in use for several agency programs including the ASSET-funded Story County Dental Clinic.

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

Fifty-four children under age 5 received fluoride varnishes. Of those served, 25 were male and 29 were female. Twenty-two lived in Ames, 18 lived in Story County but were not Ames residents, and 14 were children of ISU students. Thirty-four children were from families with incomes below 150% of federal poverty guidelines (FPG), 14 were from families between 150-200%, five were from families with incomes at 200% or more of FPG, and one was unknown (though qualified as a Women, Infants, and Children participant).

**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:**

The agency provided fluoride varnishes to 54 children, protecting their teeth from decay. Receiving fluoride varnishes also minimizes the future risk, and associated cost, of restorative care.

**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):**

MICA's Fluoride Varnish program did not encounter any barriers to providing service during the reporting period.

**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):**

The agency provided fluoride varnishes to 54 children.

**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?**

No eligible child was turned away.

**8. Comments:**



## MID-YEAR REPORT FOR OUTCOME PROGRESS

**Reporting for: July 1 – November 30 of the current year!**

**Agency Name: Mid-Iowa Community Action, Inc.**

**Program Name: Story County Dental Clinic**

Brief Description of Program:

The Story County Dental Clinic (SCDC) provides high-quality, low-cost dental care to low-income, uninsured patients as well as patients insured by Medicaid and other income-based insurances. In addition to dental services, patients also receive oral health and hygiene instruction, which includes education on proper brushing, nutrition, and tobacco cessation.

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:**

Few dentists accept Iowa's state dental insurance programs Medicaid (for individuals 0-18) and Dental Wellness Plan (for individuals 19 and older). Additionally, low-income uninsured families lack the funds to pay for care. This underserved population bears a disproportionate share of dental disease. Moreover, it is widely understood by health care professionals that oral health is key to maintaining an individual's overall health, well-being, and quality of life. In providing these needed services and helping low-income Story County residents share in the known benefits of oral health care, the SCDC makes a lasting impact on the people served, their families, and the larger community.

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:**

The SCDC uses the number of appointments completed and unduplicated patients served as well as some key patient demographics to demonstrate the clinic's impact on its clients and the community. These measurements are recorded daily in an electronic health records/billing system and an agency database.

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

The SCDC served 794 unduplicated individuals in 1,497 appointments. Of these 794 patients, 600 were Story County residence residents; 355 were children 0- 17 years of age; and 123 were seniors age 55 and older. In addition, 456 patients reported no income and 256 patients reported

income below 100% of federal poverty guidelines.

**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:**

The SCDC served 794 unduplicated individuals in 1,497 appointments during the reporting period.

**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):**

During this period, Dental Wellness Plan (DWP) reimbursement rates were reduced. In the past, DWP rates were higher than Medicaid (though still lower than private practice rates). This change has seriously impacted the revenue earned by the SCDC. The community and the clinic's funders have been supportive. However, this gap between revenue and expenses is likely to remain, and MICA must continually raise funds to fill it. MICA is consulting with industry experts to determine other ways to improve efficiency and increase revenue.

**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):**

The SCDC served 749 unduplicated individuals.

**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?**

Clients are occasionally turned away due to missing two appointments without advance notice or inappropriate behavior. Clients receive the SCDC policies at their first appointment, and the clinic's missed appointment policy is reviewed with the client after the first missed appointment. Additionally, the SCDC does not provide free services. Therefore, clients are sometimes turned away if they have no payment source. Uninsured individuals are offered services at Medicaid reimbursement rates. Finally, the SCDC accepts only one DWP insurer (Delta Dental – MCNA is not currently accepted). DWP participants are assigned an insurance provider at enrollment. However, patients may change their insurance provider based on their dentist. This means patients can switch to Delta Dental because the SCDC does not accept MCNA. This ensures that those turned away due to MCNA coverage may change their coverage and still receive services.

**8. Comments:**