

## MID-YEAR REPORT FOR OUTCOME PROGRESS

Reporting for: July 1, 2017 – November 30, 2017

**Agency Name:** The Salvation Army

**Program Name:** Bill Payer Program

**Brief Description of Program:** This program enlists volunteers to assist our clients create a monthly budget, organize paperwork, write checks for the client's signature and balance their checkbooks. Our hope is that by providing this service, it will decrease the likelihood of elder abuse and prevent premature higher level of care for that individual.

We would also like to utilize the Bill Payer Program as a transition option for those clients who utilize our Representative Payee Service but are taking the steps to manage their own benefits. This step will allow for these clients to have a skilled mentor meeting with them and offering support so the client can experience success before being on their own. We have yet to have one of our payee clientele advance to this.

**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:** We are serving five Senior's. We have two referrals that we will try to find volunteers for after the first of the year. Our volunteers meet as frequently as necessary with their clients. We feel the benefit to our customers is they are able to remain living in the least restrictive home environment. We also have a volunteer who monitors the other volunteers' accuracy with the bank accounts. This is an added protective layer of oversight for the customers we serve.

**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:** Our volunteers meet as frequently as necessary with their clients. The volunteers document their sessions as well as tracking the time they spend with their client. When the data is received by TSA, the information is entered into Service Point. We also track the number of volunteer hours and report that to RSVP as well as documenting TSA monthly statistics.

**3. Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):** Our four volunteers have spent a total of 120 hours with this program. My time is approximately one to two hour per month.

**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:**

We currently serve five clients in Story County. We have four volunteers currently working in this program, three directly with the clients and one who is double checks their statement balancing. Our volunteers report back to me any concerns they note. When the volunteer sees an issue that raises concern with them, we review the case with the volunteer and other service providers that may be in

place. This sort of care and coordination helps to keep individuals in their home and protected from potential elder/dependent adult abuse. I can report also that after a team meeting that was held last week with one of our customers, she will no longer need the Bill Payer service. She had gone through a medical crisis and was having some short term issues keeping things on track but she is now doing well. She will discharge at the end of December.

**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):**

1. Having enough volunteers who are interested in assisting in this program. It's vital that the timeframe between when a person is referred and when we get them started in the program is a short turn around.
2. Social Services Director attention to this program can be sporadic.
3. This is an important program to have offered to residents in Story County, but it's something we will continue to discuss internally whether TSA is the right entity to continue to provide the service.

**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):**

We are currently serving five clients.

**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?**

We have not necessarily turned anyone away but if we do not have a volunteer waiting in the wings we can't get them started. We have two waiting for assistance.

**8. Comments:**

## MID-YEAR REPORT FOR OUTCOME PROGRESS

**Reporting for: July 1, 2017 – November 30, 2017**

**Agency Name:** The Salvation Army

**Program Name:** Emergency Disaster Services (EDS)

**Brief Description of Program:** The Salvation Army of Story County provides EDS for the entire county. We assist first responders and victims of fire, flood, tornado and other natural disasters as needed. The provision of basic needs helps the first responders stay hydrated and fed and helps the community members have the resources to rebuild and move forward. The Salvation Army requires monthly statistics on EDS services provided.

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:**  
Fortunately, we have not had to provide any emergencies during this 6 month time period. TSA continues to meet and plan for potential disasters. We attend the Story County Coalition for Disaster Recovery meetings as part of the planning team for future needs.
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:**  
No report to provide
3. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**  
No report to provide
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:** No report to provide
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):**  
At present, the biggest barrier is volunteers available to assist in the event of a disaster. This is something that we will address more extensively after the beginning of the new year with our new Officers.
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):** No report
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?**  
None

## MID-YEAR REPORT FOR OUTCOME PROGRESS

**Reporting for: July 1, 2017 – November 30, 2017**

**Agency Name:** The Salvation Army

**Program Name:** Homelessness Prevention

**Brief Description of Program:** Residents of Story County are provided financial assistance one time during a fiscal year to apply towards their rent/mortgage or utility bill. We are typically the payer of last resort and have the expectation that the amount the customer owes will be covered in full (including our limited assistance) before we will make a payment. Payment goes directly to the vendor. We work collaboratively with other organizations offering similar services in Story County by referring customers to their programs, accepting referrals from them and contacting each other to verify information. This program's goal is to prevent homelessness.

**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:** TSA staff not only provides the emergency assistance but we look at the presenting problem, offer options (i.e. for job search websites, referrals to other programs like Women United, etc.) and discuss the long term solutions (what will happen next month) with our client. The goal is a hand up, not a hand out.

**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 Salvation Army utilizes Service Point as it's tracking HIMS however, we have found that this tracking isn't always in sync with what our numbers are so we also keep an excel spreadsheet with name, address, city, number in household and the amount of the bill. Each time a person comes in for services of any sort, they are entered into Service Point and if they are utilizing this service, pertinent information is put on the spreadsheet.

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

Rent, Lodging, Mortgage and Utility assistance for 78 families, 198 individuals totaling \$20,370.26. For ASSET funded families, those numbers are 40, 87 and \$8,670.42 respectively. The others served are funding through Emergency Food and Shelter Program (EFSP), other cities in Story County and TSA.

Included in the above totals are 7 ISU students who we have assisted.

It should also be noted and alarming that we've served 60 new, never seen by TSA families in this reporting period.

**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:**

See #3

**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 barriers are unchanged from previous years. They include:

- a. The lack of affordable housing in Story County;
- b. High cost of living in Ames;
- c. CIRHA (Section 8) wait is very long and those in need of low income housing must wait or

move away from Ames.

- d. Landlords are stating outwardly they are no longer taking low income housing assistance (Section 8) because they do not have to based on the high need for housing for ISU students.

**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):**

See #3

**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?**

Yes, we have turned away 149 requests for assistance during this reporting period. I do not have data for July, August or half of September. We started collecting data again on Sept 22<sup>nd</sup>. This number would likely be closer to 200 if we had that data but that is only a guess. We will turn people away because:

- a. We have allocated all of the funds we have available for a specific month;
- b. We have assisted them in the past twelve months;
- c. We have assisted them repeatedly over the course of multiple years, yet no changes have been made by this family to right the ship in spite of offering resources available to them in and around their community to change this pattern.

**8. Comments:**

The Salvation Army continues to collaborate with other agencies throughout the county providing similar services including but not limited to MICA, ERP, Good Neighbor, St Thomas Church, St Pats Church in Nevada, Story County Community Services, etc. We are a member of Two Rivers Coordinated Intake. This group is working with boarder counties on creating a team that works collectively on homelessness prevention and sheltering based on a priority of need.

## MID-YEAR REPORT FOR OUTCOME PROGRESS

Reporting for: July 1, 2017 – November 30, 2017

**Agency Name:** The Salvation Army

**Program Name:** Food Pantry

**Brief Description of Program:** The Salvation Army's food pantry is open Monday through Friday from 1:00-3:00pm however, we will extend these hours if needed. The can visit our pantry one time each month, with at least 30 days in between visits. We are a client-choice pantry, which means the person using the pantry can pick foods that their family will eat as opposed to pre-packaged items they may or may not use. We provide food based on family size and it is weighed. We also offer meat, eggs, cheese and juice if/when we have it available. In addition, if a family needs diapers, we can provide those as well. In addition, we offer personal care items such as soap, shampoo, toilet paper, toothpaste, etc. if this is on hand. We also offer frozen meat and other produce as available. In the summer months, we receive fresh produce from Plant-A-Row and Mustard Seed Farms as well as other private donations. Finally, we receive donated bread from Panera each week.

**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:**

During the first five months of this year, our food pantry provided 739 (up from 661 same time last year) duplicated, grocery orders, which is equivalent to a visit to our pantry. We have served 1,993 (up from 1,694 same time last year) duplicated people total. In October, we served the largest number of pantry visits since opening our doors. If we stay on pace, we could anticipate approximately 1,586 visits to our pantry this year. We have served 97 (up from 78 last year) new, unduplicated families during this time frame and 18 (down from 20 same time last year), duplicated ISU families/individuals. The ISU number is in question as we have the spouses of students coming in and at times, we miss those counts.

These totals are duplicated in that many of our families come each month. Generally speaking, we do not turn families away, even if they are from out of County. In that case, they will be given resources to get food near where they live. If someone is requesting food prior to our typical 30 day wait period, we meet with them to see if there have been changes necessitating an early visit the pantry. In addition, if the person does not have an EBT card, we either provide information on how to obtain or we will actually assist them with an online application. We also

**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 Salvation Army utilizes Service Point as it's tracking HIMS. We also keep an excel spreadsheet with name, address, city, number in household. Each time a person comes in for services of any sort, they are entered into Service Point.

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

During the first five months of this year, our food pantry provided 739 (up from 661 same time last year) duplicated, grocery orders, which is equivalent to a visit to our pantry. We have served 1,993 (up from

1,694 same time last year) duplicated people total. In October, we served the largest number of pantry visits since opening our doors. We have served 97 (up from 78 last year) new, unduplicated families during this time frame and 18 (down from 20 same time last year), duplicated ISU families/individuals. The ISU number is in question as we have the spouses of students coming in and at times, we miss those counts.

**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:**

We continue to serve residents throughout Story County. Our numbers, compared to the 2015 report are increased, we have served 739 (661 in 2016) households, a 12% increase from this time last year. With regards to total people served (all people within the households) we have served 1,993 (1.694 in 2016), this is a 18% increase.

**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):**

We have encountered a variety of barriers.

- a) There continues to be a high need for food in Story County homes.
- b) Keeping an adequate food supply on the shelves can be a challenge.
- c) We continue to use Service Point and at times those numbers differ from what we track on our spreadsheet.
- d) Our open hours can be a barrier at times, however we do attempt to accommodate those who need expanded times.

**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): See #3**

**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?**

We ask that families only come to our food pantry once a month but it must be a 30 day gap. When we turn people away, it's due to coming too soon but they come back. We don't track this number. On a rare occasion (less than five families a year), we see people from nearby counties come in. We always serve them but provide them with their local pantry information.

**8. Comments:** In addition to the food that we give out, we also offer personal comfort items (shampoo, bath soap, toilet paper, etc.) when we have it in stock. We also give out diapers/wipes to families with infants and/or toddlers. The Salvation Army provides our pantry users a document with all of the pantries available to them within the County. The Salvation Army also participates in the Hunger and Food Pantry Collaborations.

In March of 2017, The Salvation Army began a partnership with Walmart (North) where we began to glean food three days per week. This gives us meat, produce, dairy and bakery items to give out to anyone in need. We opened our Doing The Most Good Market to coincide with this. Customers can come twice per week to use the Market. We recently learned that we will be gleaning four days per week. In addition, a partnership is in the works with Kum & Go and Fresh Thyme, due to the partnership we have with the Food Bank of Iowa. We track each person that uses the Market, number of family members and town they reside. We average 360 duplicated families per month in the Market.

**Staff Use Only:**

Change/ Benefits demonstrated for client/ community?

Yes No

## MID-YEAR REPORT FOR OUTCOME PROGRESS

Reporting for: July 1, 2017 – November 30, 2017

**Agency Name:** The Salvation Army

**Program Name:** Representative Payee Program

**Brief Description of Program:** RPP Payee Program manages income to ensure shelter, food, medical care, clothing and education as required by the Social Security Administration (SSA). Our role is well defined for us by the Social Security Administration. We assist in paying off past debts, as individual finances allow. The RPP clients would have difficulty maintaining their basics if they did not have someone and/or an agency monitoring their money.

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 Salvation Army's Representative Payee Services works with adults and children with disabilities, who have limited resources and supports and typically do not manage their money in a way that will protect themselves from predators. There is one company in Story County that provides this service as well as some individuals in the community. The Social Security Administration allows a minimal fee collection (\$41/month) however, TSA staff have found that this amount does not cover the time spent managing these accounts or meeting with the customers. We have opted to accept ASSET dollars instead however, when that allocation is spent, we do intend to charge the clients.

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:**

Each face to face, phone call and indirect contact (calls with debtors) are documented on a spreadsheet as well as a time tracked in Service Point and a progress note is written in Service Point for each time we bill for the client.

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

We currently We have changed the documentation that we track from all contacts collectively to tracking face to face and indirect contacts separately. To date, we are serving 54 clients, 51 of those live in Story County. We have devoted at total of 969 hours or 194 hours per month of case management time devoted to serving the payees.

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:**

We continue to help individuals on disability maintain housing, food, medical care, clothing and education. In addition, not only do we pay for foreseeable needs such as a phone but we work to reduce any debt they come to us with such as credit cards, back rent, cell phone or other bills. The later, of course is only done if the customer has the money available after the basic needs are covered.

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):**

a. Some of the clients we work with are quite time consuming with needs much more than what we can typically provide. We refer these to community agencies that can assist but with the changes in



Medicaid funding over the past year, the assistance provided to some of our clients has drastically reduced so our customer doesn't have adequate assistance.

b. The Salvation Army is one of a handful of options for this service in Story County. This means we have a waiting list and those on the list generally have high needs.

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):**

We are currently serving 54 clients in Story County. They are on on disability however some have wages from jobs that we also manage, some have retirement spending and other income we help them to manage.

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?**

Yes, we currently have 24 people on a waiting list. We are offering options that are in Story County as well as in Polk County for those people in need.

8. **Comments:**

The Payee program is a lost leader. We certainly devote more time to that program than any other program we offer and the amount of money we can charge is not enough in most cases, to cover our cost of providing the service. This is something that will need to be looked at internally whether this is an appropriate use of staff time and for ASSET to consider if this program is something they are willing to pay more for.