

MID-YEAR REPORT FOR OUTCOME PROGRESS

Reporting for: July 1 – November 30, 2018

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 ten grocery stores throughout Story County, including stores in Ames, 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:**

We are working on data reporting that will track numbers of households that use Healthy Food Vouchers 1, 2, 3, or 4 times per year. This will help us determine if the vouchers are being used for crisis/emergency food assistance or for ongoing supplementation to household budgets. Please see the attached data sheet.

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

Please see attached data sheet.

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:**

Our data shows that the majority of recipients of Healthy Food Vouchers live at or below the National Poverty Level. (See attached data sheet.) By providing vouchers to supplement household food budgets, Good Neighbor clients are able to direct their financial, emotional, and social resources to everyday living rather than spending energies on finding adequate food resources. 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):

This year, Good Neighbor had to suspend distribution of Healthy Food Vouchers from October 19, 2018 – November 1, 2018. This suspension was due to the fact that we reached our monthly budgeted goal by October 15, 2018. We had experienced record setting months for HFV distributions in July and August, 2018, far exceeding our budget. Since that time, HFV have seen stabilized distribution numbers and we have provided HFV distribution during our regularly scheduled hours. Even with the two week HFV suspension, the program saw a 3% increase in the number of households served through the first 5 months of this year compared to the same period last year.

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):

Since July 1, 2018, Good Neighbor has given 3,960 five dollar food vouchers to 497 households. Of these, 164 households received vouchers in both the first and second quarter of FY 2018-19; 9 households received HFV two or more times in one quarter due to an administrative error or an emergency situation. Through the same five month period last year, Good Neighbor had distributed 4,158 food vouchers to *693 Story County households. *Some households were counted twice. Beginning July 1, 2018, records are kept that will not count duplicate HFV visits by one household as separate 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?

As mentioned in #5, Good Neighbor suspended Healthy Food Voucher distribution for a period of about two weeks during this reporting period. So that people would not make trips to Good Neighbor unnecessarily during this time, we posted our suspension on social media, websites, and phone message. We do not know how many people planned to come in during the suspension time, but did not. We are confident people visited us in November and December if they were planning on a second quarter HFV distribution.

8. Comments:

This director is learning about the undocumented practices and culture of HFV distributions, assessing them during this first year of her tenure. Slight changes in vouchers and distribution are being made to increase accessibility to HFV distribution and HFV food choices. Those changes are:

1. We are open four, instead of five, half-days per week. Because vouchers are distributed by volunteers, and because two agents (volunteer or staff) of Good Neighbor must be present for HFV, eliminating one day per week for distribution relieves pressure for volunteer staffing.

2. Beginning January 2019, one of our half-day distribution times will be changed from morning to late afternoon/early evening hours to address needs of working people who need HFV.
3. Beginning January 2019, our HFVs will change from \$5 meat vouchers and \$5 grocery vouchers to \$10 food vouchers. Recipients will receive three \$10 vouchers per quarter that they can spend on the healthy foods that suit their household needs best.

As the rest of this fiscal year passes, I will determine if it will be beneficial to change how vouchers are distributed. That is, if there will be an income or need assessment, and if there will be an adjustment to the amount of vouchers given per qualifying household. Any changes will be reflected in the next ASSET grant application.

See attached data sheet for more information.

Also of note – Good Neighbor is working with two Leadership Ames groups to find or develop software for tracking HFV and Basic Needs Assistance, other than Excel sheets. The Leadership Ames teams are also upgrading Good Neighbor hardware to support the new software.

Quarter 1

Description	July 2018	August 2018	September 2018	1Q TOTALS
Healthy Food Vouchers – All Funds Spent, All Clients	\$5670	\$4350	\$1830	\$11850
Healthy Food Vouchers – 1 st Time User in FY 2018-19	186	140	60	386
Healthy Food Vouchers – Repeat User in FY2018-19	3	5	1	9
Total Healthy Food Vouchers – All Households Story Co.	189	145	61	395

Quarter 2

Description	October 2018	November 2018	December 2018	2Q TOTALS
Healthy Food Vouchers – All Funds Spent, All Clients	\$4470	\$3510		\$7980
Healthy Food Vouchers – 1 st Time User in FY 2018-19	57	45		102
Healthy Food Vouchers – Repeat User in FY2018-19	92	72		164
Total Healthy Food Vouchers – All Households Story Co.	149	117		266

Quarter 3

Description	January 2019	February 2019	March 2019	3Q TOTALS
Healthy Food Vouchers – All Funds Spent, All Clients				
Healthy Food Vouchers – 1 st Time User in FY 2018-19				
Healthy Food Vouchers – Repeat User in FY2018-19				
Total Healthy Food Vouchers – All Households Story Co.				

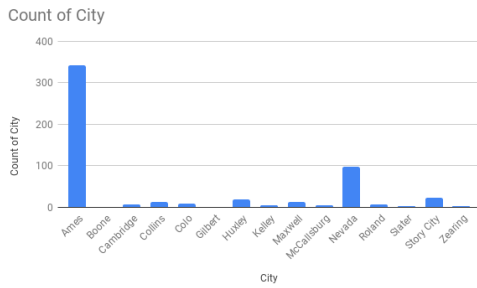
Quarter 4

Description	April 2019	May 2019	June 2019	4 Q TOTALS
Healthy Food Vouchers – All Funds Spent, All Clients				
Healthy Food Vouchers – 1 st Time User in FY 2018-19				
Healthy Food Vouchers – Repeat User in FY2018-19				
Total Healthy Food Vouchers – All Households Story Co.				

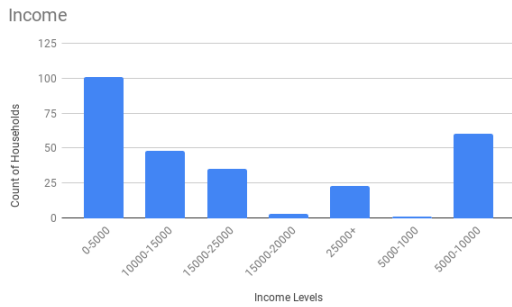
FY2018-19 Overview (YTD July -Nov)

Description	FY2018-19 Total
Healthy Food Vouchers – All Funds Spent, All Clients	
Total Households Served	497
Total Household Single Quarter Use	488
Total Household Two Quarter Use	164
Total Household Three Quarter Use	TBD
Total Household Four Quarter Use	TBD
Total Persons Served	TBD
Total Adults (18 & Older) Served	TBD
Total Children (17 & Under) Served	TBD

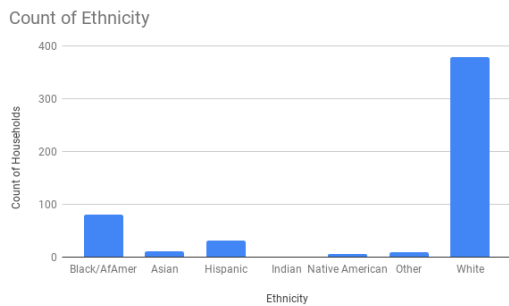
FY2018-19 Overview (YTD July -Nov)– Households Served by City



FY2018-19 Overview (YTD July -Nov)– Households Served by Income Levels



FY2018-19 Overview (YTD July -Nov) – Households Served by Ethnicity



MID-YEAR REPORT FOR OUTCOME PROGRESS

Reporting for: July 1 – November 30, 2018

Agency Name: Good Neighbor Emergency Assistance, Inc.

Program Name: Emergency Rent and Utility Assistance

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 Emergency Rent and Utility program allows Story County residents to receive \$50.00 - \$350.00 in assistance that is paid directly to their landlord, property manager, or utility company. They can receive assistance for these expenses one time per calendar year, up to three calendar years in a row. After being assisted for the third year in a row, they must wait two calendar years before applying for assistance again.

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:**

We are working on data reporting that will track numbers of households that apply for Emergency Rent and Utility Assistance. Each month we will track the number of Story County households that apply for Emergency Rent and Utility Assistance, the number that complete the application process, the number that are awarded assistance and the amount, and the number that are denied and the reason denied.

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

Please see attached data sheet.

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:**

Our data shows that the majority of recipients of Emergency Rent and Utility Assistance live at or below the National Poverty Level. (See attached data sheet.) By providing assistance for rent or utility payments, Good Neighbor clients are able stay current, or decrease past due amounts, on their rent and utility expenses. The one negative to our program, as with other Story County assistance agencies, is that we do not have the means, usually, to provide full payment of rent or utility amounts for a single client. Therefore, those seeking assistance need to spend an

inordinate amount of time traveling from agency to agency in Story County to secure the needed funds to keep them from eviction or utility disconnection.

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):

In the change of directorship at Good Neighbor, there has been some lag in understanding past accounting and planning practices for distributing assistance funds while securing donations. In September, October, and part of November, maximum amounts of assistance offered was lowered so that more people could be served. Going forward, amounts have increased and income generation has become a priority.

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):

From July 1, 2018 to November 30, 2018, Good Neighbor has assisted 230 households with rent or utility assistance. In October and November, 78 households applied for assistance but either did not complete the application (68) or did not meet criteria (10) for assistance. See attached data sheet.

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 October and November, 78 households applied for assistance but either did not complete the application (68) or did not meet criteria (10) for assistance. See attached data sheet.

8. Comments:

This director is learning about the undocumented practices and culture of prior years emergency rent and utility assistance, assessing them during this first year of her tenure. Slight changes emergency rent and utility disbursements are being made to increase accessibility to Good Neighbor funds. Those changes are:

1. We no longer take appointments for emergency rent and utility applications. During the first three months of FY2018-19 when we were taking appointments, the appointments were set so far out that they became meaningless to applicants, resulting in an 80% no-show rate.
2. Beginning October 1, 2018, we see walk-in applicants twice a week during our morning office hours. No one is turned away. If applicants arrive too late to be seen, they are given application materials to get back to Good Neighbor via email, USPS, or in person delivery.
3. Many applicants who call to inquire about emergency rent and utility assistance are sent information with complete instructions for process and documentation needed for an application. As a result, most clients have the documentation they need when the first come in, doing away with the need for return visits to complete the application process.

4. Beginning January 2019, one of our half-day emergency rent and utility assistance application times will be changed from morning to late afternoon/early evening hours to address needs of working people who need HFV.

See attached data sheet for more information.

Also of note – Good Neighbor is working with two Leadership Ames groups to find or develop software for tracking HFV and Basic Needs Assistance, other than Excel sheets. The Leadership Ames teams are also upgrading Good Neighbor hardware to support the new software.

Quarter 1

Description	July 2018	August 2018	September 2018	1Q TOTALS
Basic Needs Assistance – Funds Spent, All Clients	\$7345	\$6001	\$3066	\$15412
Total Households Assisted	31	37	21	89
*Total Households Not Assisted Due to Not Meeting Criteria or Low Funds	0	0	0	0
*Total Households Not Assisted Dues to Incomplete Applications	0	0	0	0

*Stats were not kept on these categories during the first quarter of FY2018-19

Quarter 2

Description	October 2018	November 2018	December 2018	2Q TOTALS
Basic Needs Assistance – Funds Spent, All Clients	\$5412	\$4788		\$10200
Total Households Assisted	39	34		73
Total Households Not Assisted Due to Not Meeting Criteria or Low Funds	9	1		10
Total Households Not Assisted Dues to Incomplete Applications	62	6		68

Quarter 3

Description	January 2019	February 2019	March 2019	3Q TOTALS
Basic Needs Assistance – Funds Spent, All Clients				
Total Households Assisted				
Total Households Not Assisted Due to Not Meeting Criteria or Low Funds				
Total Households Not Assisted Dues to Incomplete Applications				

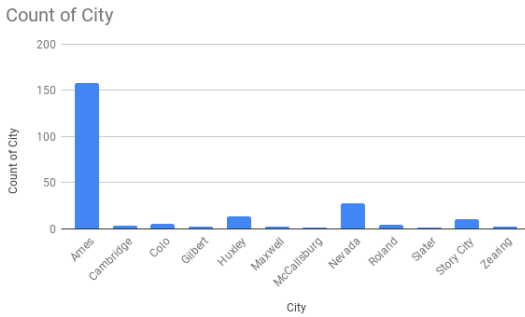
Quarter 4

Description	April 2019	May 2019	June 2019	4 Q TOTALS
Basic Needs Assistance – Funds Spent, All Clients				
Total Households Assisted				
Total Households Not Assisted Due to Not Meeting Criteria or Low Funds				
Total Households Not Assisted Dues to Incomplete Applications				

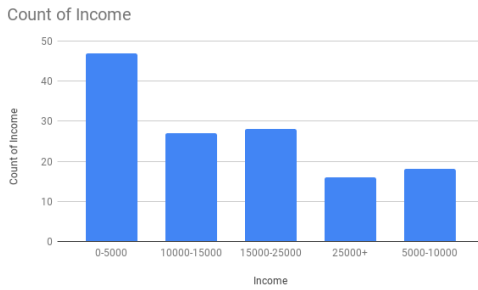
FY2018-19 Overview (YTD July -Nov)

Description	FY2018-19 Total
Basic Needs Assistance – All Funds Spent, All Clients	25612
Total Households Served	230
Total Persons Served	TBD
Total Adults (18 & Older) Served	TBD
Total Children (17 & Under) Served	TBD
Total Households Applied But Not Served	78
Total Persons Applied But Not Served	TBD
Total Adults (18 & Older) Applied But Not Served	TBD
Total Children (17 & Under) Applied But Not Served	TBD

FY2018-19 Overview (YTD July -Nov)– Households Served by City



FY2018-19 Overview (YTD July -Nov)– Households Served by Income Levels



FY2018-19 Overview (YTD July -Nov) – Households Served by Ethnicity

