**MID-YEAR REPORT FOR OUTCOME PROGRESS**

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

**Agency Name: Good Neighbor Emergency Assistance, Inc.**

**Program Name: Healthy Food Vouchers (HFV)**
Brief Description of Program: Households in Story County can receive $30 in food vouchers per quarter to purchase healthy foods at local grocery stores. Photo ID and proof of residency is the only documentation needed to receive the vouchers.

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 Board of Directors is preparing communication for funders and clients to let them know that beginning July 1, 2020, the HFV program will change from the current format to need based. An application and intake process that requires proof of need will be used in determining which households will receive assistance and how much each household will receive. Income, family size, and current situation will factor into the decision making process. Assistance amounts are expected to be larger than the current $30. Frequency will be dependent on need and situation with an annual maximum.
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 report our HFV numbers to United Way’s Clear Impact Scorecard. We have also created an end of visit survey where clients are asked to rate their visit to Good Neighbor in terms of experience and impact on their food security. We have only begun this survey so we do not have enough data to share yet. Another new measurement tool we are using in our client database, Charity Tracker. This software allows to track each visit so we can see variation in requests from month to month.
3. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
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|  |  |
| --- | --- |
| Date range: | Jul 01, 2019 to Nov 30, 2019 |
| Categories: | Food: Healthy Food Vouchers - Quarter 1, Food: Healthy Food Vouchers - Quarter 2 |

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| **Report Summary** |
| Total Assistance: | **$ 17150.00** |
| Assistance Records: | 566 |
|  |
| Children (0 - 4) in Assisted Households: | 73 |
| Children (5 - 12) in Assisted Households: | 159 |
| Children (13 - 17) in Assisted Households: | 105 |
| Adults (18 - 29) in Assisted Households: | 159 |
| Adult (30 - 65) in Assisted Households: | 445 |
| Seniors (60+) in Assisted Households: | 109 |
| Other (unknown) in Assisted Households: | 37 |
| **Total Households Assisted:** | **432 households with a total of 1035 members** |

1. **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**: Outcome achieved is that Good Neighbor consistently contributes to reducing food insecurity in Story County by distributing a minimum of $2900 per month in Healthy Food Vouchers to persons/households that self-identify as currently or potentially food insecure.
2. **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 barrier that has been encountered since July 1, 2019, is that in September, October, and November, Good Neighbor dispersed our budget of $2900 before the end of the month. This meant that at least 25 households, but no more than 60 households, in September, October, or November were turned away when requesting Healthy Food Vouchers. Some of those turned away one month may have gotten vouchers in the next month or two. We did not track data (name, address, etc.) on phone calls of people stopping in to ask for vouchers.
3. **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 Question #3 of this document.
4. **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?** (From Question #5 of this document … at least 25 households, but no more than 60 households, in September, October, or November were turned away when requesting Healthy Food Vouchers. Some of those turned away one month may have gotten vouchers in the next month or two. We did not track data (name, address, etc.) on phone calls of people stopping in to ask for vouchers.
5. **Comments:** In our stats chart, note that we have 566 Assistance Records and 432 Households Assisted. This means that 134 Households received Healthy Food Vouchers in both Quarter 1 and Quarter 2, allowable under our current guidelines. As December is the last month of Quarter 2, we anticipate more than 134 Households will be helped 2 times in Quarters 1 and 2 of FY2019-20.

**Staff Use Only:**Change/ Benefits demonstrated for client/ community? Yes No
Quantifiable Outcome Measures? Yes No
Outcomes Reported? Yes No

**MID-YEAR REPORT FOR OUTCOME PROGRESS**

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

**Agency Name: Good Neighbor Emergency Assistance, Inc.**

**Program Name: Emergency Assistance for Basic Material Needs**
Brief Description of Program: Good Neighbor's Basic Needs Emergency Assistance provides financal assistance to prevent homelessness or utility disconnection for residents of Story County. Applications for financial assistance require an intake meeting with Good Neighbor staff or intake volunteer; proof of current Story Country residency; income documentation, and verification from the vendor. Households that are approved for our assistance will receive between $25 - $350 paid directly to the landlord or utility company. Amounts awarded are based on income, number of people in the household, and ability for applicant to meet basic needs payments in the near future.

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:** In 2019-20, Good Neighbor raised their budgeted amount for Basic Needs Assistance from $136,603 to $156,300 – an increase of $23,697.
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 report our HFV numbers to United Way’s Clear Impact Scorecard. We have also created an end of visit survey where clients are asked to rate their visit to Good Neighbor in terms of experience and impact on their food security. We have only begun this survey so we do not have enough data to share yet. Another new measurement tool we are using in our client database, Charity Tracker. This software allows to track each visit so we can see variation in requests from month to month.
3. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **ASSET Mid Year Report November 2019** |  |  |  |  |  |
|  | **Households**  |  |  |  |  |  |  |
|  |  |  | **Denied** | **Denied** | **Denied** | **Denied** |  |
| **Month** | **Formal Application** | **Assisted** | **GENA Low Funds** | **GNEA Criteria Not Met\*** | **Incomplete Application\*\*** | **Informal Inquiry\*\*\*** |  |
|  |  |  |  |  |  |  |  |
| July  | 55 | 38 | 0 | 5 | 12 | 0 |  |
| August | 43 | 27 | 0 | 5 | 11 | 0 |  |
| September | 46 | 27 | 6 | 2 | 11 | 14 |  |
| October | 34 | 27 | 10 | 6 | 2 | 23 |  |
| November | 21 | 12 | 2 | 1 | 6 | 31 |  |
|  |  |  |  |  |  |  |  |
| \* GNEA Criteria Not Met - Applicants did not qualify based on: |  |  |  |
|  | Above income guidelines |  |  |  |  |  |
|  | Not eligible because residence is not Story County |  |  |  |
|  | Too soon (less than 12 months) since last GNEA assistance given |  |  |
|  | Need not demonstrated  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
| \*\*Incomplete Application - Applicants applied and went through intake process, but did not provide all necessary documents. |
|  |  |  |  |  |  |  |  |
| \*\*\* Informal Inquiry - Persons called or came in asking to make application for assistance. When informed we were out of |
|  | funds for the month, they opted not to go through application process.  |  |  |

1. **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**: Outcome achieved is that Good Neighbor assists all of the people who apply for assistance and meet the criteria for assistance when we have funds available for assistance. We are again, as of December 1, 2019, able to assist everyone who applied who met our criteria. In the graph in #3, it is of note that we do not track informal inquiries (phone call, email, stop in to ask for forms) when we have sufficient funds to accept all applications. We do not track if everyone who makes an informal inquiry actually comes in to complete a formal application.
2. **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 were very low on funding in October and early November. We also struggle to have enough volunteers to staff all of our hours. Barriers for clients are associated with waiting until they are facing eviction or disconnection within a few hours or days before contacting us; not having documentation when they come in; and having high amounts owed that need several agencies to collaborate on payment of.
3. **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):**

**Staff Use Only:**Change/ Benefits demonstrated for client/ community? Yes No
Quantifiable Outcome Measures? Yes No
Outcomes Reported? Yes No

133 households assisted with 353 members.

1. **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?** See Number 3 above. All clients who were turned away either did not meet Good Neighbor criteria, or Good Neighbor was out of funds to assist any clients.
2. **Comments:** Thank you for allowing us to participate in the ASSET program, helping to alieve financial suffering for residents of Story County Iowa.