**MID-YEAR REPORT FOR OUTCOME PROGRESS**

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

**Agency Name:** Heartland Senior Services  
**Program Name:** Activities  
**Brief Description of Program:** To provide activities in the area of health/wellness, education and socialization to seniors thus decreasing a sense of isolation and depression.

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:** Heartland continues to have a variety of activities to meet the interests of participants. They include: BUNCO, Coloring book workshop, Cards, Monthly Lunch and Learns, Monthly dances, Jaz and Country Jams. In the area of wellness, video exercise and Tai Chi are held weekly. Foot care and Blood pressure checks are done each Thursday and a Flu clinic is held each October.
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:** Monthly activity attendance sheets are completed which reflect the units of participation for the agency.
3. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):** From July 1 to November 30, 2019 a total of 292 unduplicated clients have been served in the Activities department.
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**: For some participants, being a part of Heartland Senior Services helps to develop a sense of identity that may be missing in a senior’s life, gives them a sense of purpose, a place to belong, and to socialize with their friends.
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):**
6. We continue to have issues with space availability. Other businesses have provided locations for our monthly dance which is well attended.
7. Sponsorships from businesses/individuals will continue to be sought to ensure that activity fees are affordable to anyone wishing to participate.
8. **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):** As of November 30th 2019, 292 unduplicated clients have been served which equated to 2,897 units of service.

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

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?** No, we have not had to turn any participants away from the program.

**MID-YEAR REPORT FOR OUTCOME PROGRESS**

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

**Agency Name:** Heartland Senior Services  
**Program Name:** Congregate Meals **Brief Description of Program:** Heart healthy lunch meal, dietitian approved menus that meet 1/3 of daily Dietary Guidelines. Congregate meals are unique because Federal guidelines state that there can be “no charge” just a “suggested contribution’ for the meal. The anonymous contribution allows diversity in economic levels to attend the meal site.

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:** Congregate meals help community participants that are 60+ maintain social, emotional and physical health through conversation, and access to healthy food.
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:** Daily meal rosters are utilized identifying individuals who eat meals each day of the week.
3. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):** From July 1, 2018 through November 30, 2018 a total of 79 unduplicated participants that received meals at our site.
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**: Congregate attendance on average is 12 participants a day. To date we have served a total of 1,571 meals at the congregate site. Attendance is affected by the menu, special events, and weather.
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):** One of our pressing issues is to determine how vest we can integrate the food preferences of the younger generation of seniors with the food preferences of the older generation. As baby boomers move into the system, we are seeing a shift in food preferences and meal service style. The numbers of those who wish to eat “farm meals: at noon are declining. Heartland is working on ways to serve nutritious meals that meet the current menu, and also accommodate those younger seniors who have different approaches to food/meal choices.
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):** Year to date 1,571 meals have been served to 79 participants.

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

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?** No clients have been denied service. Suggested contribution allows participants to eat even if they chose not to contribute.

**MID-YEAR REPORT FOR OUTCOME PROGRESS**

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

**Agency Name:** Heartland Senior Services  
**Program Name:** Congregate Meals **Brief Description of Program:** Heart healthy lunch meal, dietitian approved menus that meet 1/3 of daily Dietary Guidelines. Congregate meals are unique because Federal guidelines state that there can be “no charge” just a “suggested contribution’ for the meal. The anonymous contribution allows diversity in economic levels to attend the meal site.

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:** Congregate meals help community participants that are 60+ maintain social, emotional and physical health through conversation, and access to healthy food.
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:** Daily meal rosters are utilized identifying individuals who eat meals each day of the week.
3. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):** From July 1, 2018 through November 30, 2018 a total of 79 unduplicated participants that received meals at our site.
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**: Congregate attendance on average is 12 participants a day. To date we have served a total of 1,571 meals at the congregate site. Attendance is affected by the menu, special events, and weather.
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):** One of our pressing issues is to determine how vest we can integrate the food preferences of the younger generation of seniors with the food preferences of the older generation. As baby boomers move into the system, we are seeing a shift in food preferences and meal service style. The numbers of those who wish to eat “farm meals: at noon are declining. Heartland is working on ways to serve nutritious meals that meet the current menu, and also accommodate those younger seniors who have different approaches to food/meal choices.
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):** Year to date 1,571 meals have been served to 79 participants.

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

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?** No clients have been denied service. Suggested contribution allows participants to eat even if they chose not to contribute.

**MID-YEAR REPORT FOR OUTCOME PROGRESS**

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

**Agency Name:** Heartland Senior Services  
**Program Name:** Home-Delivered Meals **Brief Description of Program:** Participants receive a heart healthy noon meal; dietitian approved menus meet nutritional guidelines for Older Americans at 1/3 of nutritional requirements per day. Target age is 60+yrs. Meals are delivered in 12 communities of Story County by a team of 3 paid drivers and up to 15 volunteers to provide isolate seniors with a nutritionally healthy meal.

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:** Home delivered meals continue to increase in need as more seniors seek to maintain independence and stay in their own home as long as possible. Clients benefit from hot meal meeting federal senior nutrition guidelines delivered to home by conscientious volunteer. Volunteers report back to agency any concerns with participant and follow up is initiated.
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:** Service data is collected daily, monthly summaries of service are sent to participants, and customer comments are recorded. Consumer intake forms are completed for each participant at start of program. Each participant meets with Outreach staff to determine personal needs and whether they meet criteria for the program based off of HSS and Aging Resources guidelines.
3. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):** Home delivered meal participants are visited by an Outreach staff within a week of starting meals, providing an opportunity to discuss resources and review program details.
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**: Home delivered meals served are meeting the expectations of seniors in the county.
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 are two barriers for Home-delivered meals. The first is needing to increase the awareness of county residents who are seniors that his program is available to all seniors. The second is we have to rely on a volunteer base for service. Volunteers are limited in rural areas where use of own car, travel time, gravel roads, and occasional weather problems are sited as deterrents by volunteers.
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- November 30, 2018 we have served 12,466 meals to 234 unduplicated participants throughout Story County.

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

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?** No client who meets criteria have been refused service.

**MID-YEAR REPORT FOR OUTCOME PROGRESS**

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

**Agency Name:** Heartland Senior Services  
**Program Name:** Home-Delivered Meals Under 60 **Brief Description of Program:** Heart healthy lunch meal, dietitian approved menus that meet 1/3 of daily Dietary Guidelines. Meals prepared daily are packaged and delivered in 12 communities in Story County by a team of 3 paid drivers and up to 15 volunteers to provide isolated seniors with ta nutritionally healthy meal.

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 need for home delivered meals for those who qualify who are 59 or under and home bond is increasing.
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:** Service data is collected daily and monthly summaries of service are sent to participants. Each participant meets with Outreach staff to determine personal needs and whether they meet criteria for the program based off of HSS guidelines.
3. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):** From July 1, 2019- November 30, 2019 we have 8 unduplicated participants on the program and 483 meals delivered.
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**: Home delivered meals served are meeting the expectations of those under 60.
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):** If the programs funding were to run out then service would have to stop till additional funding could be acquired.
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):** Of the 8 unduplicated participants 6 reside in Ames and received 431.5 meals the other 2 reside in Nevada and have received 52 meals.

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

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?** No participants were turned away from the program.

**MID-YEAR REPORT FOR OUTCOME PROGRESS**

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

**Agency Name:** Heartland Senior Services  
**Program Name:** Outreach **Brief Description of Program:** The program goal/service assists seniors in accessing and utilizing resources to allow them to maintain their independence and remain in their homes. Many clients are in poor health, have difficulties with mobility, hearing or sight issues or are unable to locate or negotiate the resources they need to remain independent. Outreach educates participants, their families, and advocates regarding services available to them through Heartland Senior Services and other outside agencies

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:** There are many rural, isolated, frail older adults in Story County who do not drive, are unable to physically get what they need to stay in their homes, or unable to hear the person on the other end of the telephone when they need assistance with an issue or concern creating a sense of being overwhelmed.   
   Heartland helps with this population by getting connected with the correct resources. Consequently, older adults call Heartland when they do not know where else to call.
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:** Daily: outreach staff enters data and comments into QuickBooks after each visit or phone contact with a participant or resource. Monthly: statistics are reported on the type of contact, the service/assistance that is provided to each participant and the length of time the staff person spent with the client.
3. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):** Data and statistics are one standard form of measurement, but the individual stories have a greater impact on important work of this service. Individual stories are compiled each week and some are shared anonymously with board members or in presentations. Specific stories have elicited private support to help alleviate serious or unfortunate conditions, specifically in the area of food security, access to health professionals, and construction projects that meet health and safety standards.
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**: Outreach offers different types of funding to seniors throughout the county. From July 1,2018- November 30, 2018 we have assisted 465 unduplicated seniors.
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):** Lack of awareness of the range of resource assistance available from Outreach Specialists is a major barrier. We have been in contact with social workers at Mary Greeley Medical Center to discuss the different services that we offer in hopes to receive more referrals for county residents. In addition, there are seniors and family members who, even if they are aware for our services, are resistant to asking for help that could keep that senior at home or maintain their independence.
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 have helped 277 Ames residents and 188 County residents.

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

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?** No participants were turned away form Outreach services; however, some participants did not qualify for assistance for themselves due to age or location of where they live.

**MID-YEAR REPORT FOR OUTCOME PROGRESS**

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

**Agency Name:** Heartland Senior Services  
**Program Name:** Senior Food Program (SFP)  
**Brief Description of Program:** A Federal food program that provides low income seniors a box of shelf-stable food

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:** SFP is a Federal program through the USDA which provides low income seniors a box of shelf stable food items valued at about $50 one time a month in order to promote good health for seniors 60 years or older at no cost to them.
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:** Total food boxes distributed are reported monthly for tracking purposes.
3. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):** From July 1, 2018-November 30, 2018 a total of 129 unduplicated participants that received 576 boxes throughout Story County.
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**: Of the 576 boxes delivered 297 of them are delivered in Ames and 279 are delivered outside of Ames.
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):** One of the more difficult issues is finding volunteers who can help distribute the boxes of food if the individual is unable to get to the delivery site. We often have to use Heartland Outreach staff or Nutrition staff to get the boxes distributed.
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):** Of the 129 participants 65 reside in Ames and 64 reside outside of Ames.

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

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?** Potential participants have been turned away if they did not qualify or they no longer qualify. Participants can come on and off the list of eligible recipients several times thought the year. There are many seniors whose income is $100 to $200 above the guidelines of $16,237 for a single household and cannot participate in the program.