**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 for 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 2,352 unduplicated individuals from 830830 unduplicated households. On average, households visited the pantry 1.83 times between July 1, 20192019 and November 30, 2019.

1. **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.

1. **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 2,839 units of service.
* Served 2,352 unduplicated individuals from 830 unduplicated households.
* Received 30,325 pounds of food.
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**:

The Story County Emergency Food Pantry reduced or eliminated food insecurity for 2,352 unduplicated individuals in 830 Story County households during the reporting period.

1. **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 summer, there was a food shortage at the Food Bank of Iowa, which sells donated food to its nonprofit partners at deep discounts. This means the agency needed to purchase large quantities of staple items like peanut butter, tuna, and canned vegetables at a much higher retail cost. However, the pantry reached out to the community for additional support and kept the shelves stocked.

1. **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 2,352 unduplicated individuals in 830 Story County families.

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?**

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

1. **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: 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 13 families during the reporting period. The program continues to use the Life Skills Progression (LSP) tool to measure families’ stability in six life areas. The program’s goal is to have 90% of families exit 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 build the life they want for their families.

1. **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 her 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 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 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.

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

Between July 1, 2019 and November 30, 2019, Steps to Success:

* Administered 13 LSP assessments.
* Provided 55 hours of home visiting.
* Provided 11 hours of visits outside the home.
* Provided 15 hours of contacts other than a home visit.
* Provided 21 hours of advocacy.
* 3 families exited the program.
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**:

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

* 100% have increased resources and are at a safe level.
* 100% are providing healthy family environments.
* 100% are in nurturing family environments.
* 67% have appropriate parenting knowledge and skills.
* 100% are scoring safe on the income measure.
1. **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.

1. **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):**

13 families were served during the reporting period.

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?**The program did not have to turn any clients away during the reporting period.
2. **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 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. Child Dental vouchers are very helpful to the low-income community because they provide quick access to care.

1. **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.

1. **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 vouchers were distributed to 10 patients. Of these patients, one was aged 0-4, five were 5-12, and four were 13-17. Six were Ames residents (including one dependent of an Iowa State University student or staff member), three were Story City residents, and one was a resident of Cambridge.

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**:

Ten unduplicated children were served using 15 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. However, during this reporting period, all vouchers were utilized at the Story County Dental Clinic.

1. **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.

1. **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 10 children served using ASSET-funded Child Dental vouchers.

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 eligible child was turned away from the program.

1. **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 low-income, 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 parent or guardian 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 15 children.

1. **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 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.

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

Fifteen children under age five received fluoride varnishes. Of these children, six were Ames residents (with two dependents of Iowa State University staff or students). The remainder were residents of Maxwell, McCallsburg, Nevada, and Roland.

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**:

The agency provided ASSET-funded fluoride varnishes to 15 children, protecting their teeth from decay. Receiving fluoride varnishes also minimizes the future risk, and associated cost, of restorative care.

1. **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.

1. **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 15 children.

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 eligible child was turned away.

1. **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.

1. **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.

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

The SCDC served 551 unduplicated individuals in 1,354 appointments. Of these patients, 407 were Story County residents; 235 were children 0-17 years of age; and 86 were seniors age 55 and older. In addition, 328 patients reported no income and 162 patients reported income below 100% of federal poverty guidelines.

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**:

The SCDC served 551 unduplicated individuals in 1,354 appointments during the reporting period.

1. **Barriers Encountered (please refer back to the corresponding ABF 5(O) and provide an update on the barriers encountered from July 1 to date):**

Across the state, low insurance reimbursement rates are causing problems for providers — the SCDC is no exception. During FY19 (October 1, 2018 to September 30, 2019), insurance reimbursement and patient fees paid only 43% of the clinic’s costs. Though this number is up from 35% in FY18, the agency must continually work to maintain current funding as well as secure new sources of support.

1. **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 551 unduplicated individuals.

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?**

Clients are occasionally turned away due to missing two appointments without advance notice or for 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.

1. **Comments:**