

## MID-YEAR REPORT FOR OUTCOME PROGRESS

**Reporting for: July 1 – November 30, 2019**

**Agency Name:** The Salvation Army Service Center

**Program Name:** Emergency Assistance for Basic Material Needs- Food Insecurity

**Brief Description of Program:** Residents of Story County can use the Food Pantry once every 30 days. We are a client-choice pantry; thus guest can take items they will use to prepare meals. We also offer meat and eggs in the pantry. This is the part of the service which the ASSET dollars are Our Doing the Most Good Market can be utilized twice weekly by our guests. In it, we offer donated, fresh produce, breads and other rescued foods from stores and growers in the Story County area. We also have a family pantry where we can offer items like diapers, wipes and toiletries to our guests.

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 seeing our designation as the County with the highest food insecurity rate in the state is affecting the number for families visiting our Food Pantry. We projected providing 2,200 separate visits/5,500 individuals served to the Food Pantry for the entire year. Thus far we have had 1,137 separate visits/3,308 individuals served.
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:** Any time a person comes in for services of any sort, they are entered into Service Point and other pertinent information is put on an excel spreadsheet.
3. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):**

Pantry usage since July 1 has fluctuated with a low of 497 individuals served in June to a high of 703 in October. We have also seen 137 new families (new meaning it's been two years since they have used the pantry or they are brand new to us) and 22 duplicated ISU families. We also began tracking families that are homeless, we have had 42 duplicated visits since July 1.
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:**

The Salvation Army has assisted 1,137 separate visits/3,308 individuals served in our Food Pantry
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. We are ordering from 2,000 to 4,000 pounds of food each month.
  - b. The Food Bank of Iowa doesn't always have in stock the items we want to order, thus the need for food drives.
  - c. We current have two freezers that are on their last legs. This must be addressed.
  - d. It is a very time-consuming part of our business from organizing all of the volunteers, our Food Rescue Program has increased, ordering food and keeping the shelves stocked.

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):** Thus far we have had 1,137 separate visits/3,308 individuals served.
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?** Our goal is to not turn people away, particularly since the food insecurity rate in this County is the highest in the state. When we do turn people away, it's because our Pantry is not open but we ask them to come back during open hours. We do look at those on a case by case basis.
8. **Comments:**
- a. The Salvation Army is a member of the Hunger and Food Pantry Collaborations. In both, we have discussed the need for a Spring and Fall Food Drive to help pantries keep their shelves stocked. It is our hope that this is something that can come to fruition.
  - b. We refer seniors to the Polk County Supplemental Food Program and assist people with SNAP applications, if needed.
  - c. We are in need of two new freezers (not commercial sized) as we are having some issues with them.
  - d. We are hosting an Iowa State Extension Plan Shop Save Cook program in our office for those who could use some assistance improving their skills.
  - e. The numbers above do NOT include the numbers from the Doing The Most Good Market as that is not funded by ASSET. Those numbers are very important, however, as we have served 1,975 separate visits/6,916 individuals. This brings our totals to a staggering 3,112 separate visits/10,224 individuals served overall.
  - f. The numbers in "e" mean that we must have volunteers to serve in both the Pantry and Market Monday through Friday for up to 3 hours each day. This does not include the time needed in the morning to get the Pantry and Market ready for the day. Volunteer Center of Story County has been very responsive to our needs and we get most of our volunteers from them. RSVP has also referred to us.

**Staff Use Only:**

Change/ Benefits demonstrated for client/ community?	Yes	No
Quantifiable Outcome Measures?	Yes	No
Outcomes Reported?	Yes	No

**Agency Name:** The Salvation Army Service Center

**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:**

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 an excel spreadsheet. We also track the number of volunteer hours and report that to RSVP and TSA monthly statistics.

The Salvation Army will be discontinuing this program after the first of the year. We had two individuals transfer to the Representative Payee Program and the other two were referred but our volunteers have questioned their impact since the two they work with seem to function well. Because of that, we decided that this program, though there has been value in the past, it is no longer something that can be supported by The Salvation Army.

**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 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 in Service Point. We also track the number of volunteer hours and report that to RSVP (for those volunteers referred to us by them) 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 billed 62 units, 50 that are direct and 12 that are non. My time is 2 units 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 are serving three Senior's, we've seen up to four. Our volunteers meet as frequently as necessary with their clients. We have four volunteers currently working in this program, three directly with the clients (one works with two 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, The Salvation Army Case Manager reviews 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. We have had two of the four transfer to the Representative Payee Program and the other two will be discharged due to the discontinuation of this program.

**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 barrier for this program is finding volunteers being readily available when the need occurred. There is a need for this program however, The Salvation Army is not necessarily the appropriate agency to manage this program moving forward.

**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):**  
The Salvation Army served four clients at the peak. One will transfer to the Payee Program in December. The other two will be notified of the discontinuation of the program and our volunteers will work with them to make other arrangements.

**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, one client was turned away due to the discontinuation of the program after it was determined that two clients would be transferring to the Payee Program.

**8. Comments:**  
It was a difficult decision to discontinue the Bill Payer Program. We determined that since this program is better suited being provided by an organization that works with seniors, we would focus our energies on food, our Payee program and homelessness prevention.

**Staff Use Only:**

Change/ Benefits demonstrated for client/ community?	Yes	No
Quantifiable Outcome Measures?	Yes	No
Outcomes Reported?	Yes	No

**Agency Name:** The Salvation Army Service Center

**Program Name:** Disaster Services

**Brief Description of Program:** Our EDS service does not prevent, eliminate or reduce the problems in our community however, this service is a response to a problem and helps meet the basic human need at the point of crises. We have a national agreement with the American Red Cross that we support the first responders and they support the victims in the initial response however, it is our goal to stay on site and/or available until we are no longer needed. We will also provide for basic needs of the individuals affected by a disaster. EDS is not based on any economic conditions but rather is a response to an emergency situation that can affect anyone. TSA is a part of the Story County Coalition for Disaster Recovery. This group responds to crisis and educates our communities as well. We have quarterly CDR meetings to coordinate the services amongst other agencies in Story County

**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 provided clothing assistance two households (two people) who experienced a trailer fires in August and October. Both were complete losses.

**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 of the clients are were seen face to face, provided vouchers to our Thrift Store and no follow up was needed after that. Information was gathered and put into Service Point. They were given vouchers to take to the Thrift Store and the Case Manager contacted the Thrift Store to let them know a voucher will be used and the purpose of the voucher.

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

The two found housing elsewhere as they both contacted me to inform me. They also received clothing they received the voucher for.

**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:**

100% of clients seeking assistance received assistance they need for quick recovery.

**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 only barrier we have is that we are limited in what we can do in the event of a large scale disaster however, we do have access to canteens across Iowa, if they are needed and are not otherwise in use. Specifically, we could potentially have a canteen here from Des Moines within an hour and a half to serve food and drinks from. We can begin planning until their arrival.

**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):**

Two clients served from Story County.

**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?** No

**8. Comments:** The Salvation Army will be ready to respond, 24/7, 365 days a year to any event that we are needed to serve at.

**Staff Use Only:**

Change/ Benefits demonstrated for client/ community?	Yes	No
Quantifiable Outcome Measures?	Yes	No
Outcomes Reported?	Yes	No

**Agency Name:** The Salvation Army

**Program Name:** Emergency Assistance for Basic Material Needs-Homelessness Prevention

**Brief Description of Program:** Residents of Story County are provided financial assistance towards preventing homelessness: rent, mortgage and utilities. We have the expectation that the amount the customer owes will be covered in full (including our assistance) and/or a payment plan is in place (if necessary) before we will make a payment. Payment goes directly to the vendor.

**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 Homelessness Prevention program allows Story County residents to receive up to \$350.00 in assistance that is paid directly to their landlord, mortgage holder, property manager, or utility company. They can receive assistance for these expenses one time per calendar year but we look at each situation case by case. The Salvation Army staff not only provides emergency assistance, we look at the presenting problem, offer options and discuss the long-term solutions (what will happen next month) with our client. If a customer is not employed, we refer them to the Chamber of Commerce website: [www.workinames.com](http://www.workinames.com), direct them to the Iowa Works Ames Office as well as providing temp agency and other website options. We work collaboratively with other organizations supported by ASSET as well as the faith-based community by referring customers in need to their programs. This program's intent is to prevent homelessness with the goal for stability.

**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 and excel spreadsheet with name, address, city, number in household and we get a copy of the bill. Each time a person comes in for services of any sort, they are entered in 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):** 167 individuals assisted- 66 households. 2 ISU families. 36 of these families are new to us (never been served or it has been 2 or more years since the last time we've seen them). We have spent \$12,291.00 on rent, \$242.00, \$521.87 on mortgage and \$4,871.56 on utilities. Of these numbers 122 individuals and 51 households could have been billed to ASSET totaling. We have other funds that we can utilized to assist.

**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:** 167 individuals assisted- 66 households. 2 ISU families. 36 of these families are new to us (never been served or it has been 2 or more years since the last time we've seen them). We have spent \$12,291.00 on rent, \$242.00, \$521.87 on mortgage and \$4,871.56 on utilities. Of these numbers 122 individuals and 51 households could have been billed to ASSET totaling. We have other funds that we can utilized to assist.

**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):**

- e. Having the funds to assist our families is our greatest barrier. They often need far more in one month or several months of non-payment than what we have available to assist with.
- f. The lack of affordable housing continues to be at crisis level for the families we serve.

**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):**

167 individuals assisted- 66 households. 2 ISU families. 36 of these families are new to us (never been served or it has been 2 or more years since the last time we've seen them).

**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?**

Approximately 260 households declined in six months for many reasons, first and foremost because we do not have the funds available to serve everyone in need in Story County.

**8. Comments:**

The Salvation Army is working closely with other providers of housing/utility assistance to move toward Coordinated Entry, a point of entry that would help the clientele travel less for appointments and increase the amount of coordination amongst the providers.

**Staff Use Only:**

Change/ Benefits demonstrated for client/ community?	Yes	No
Quantifiable Outcome Measures?	Yes	No
Outcomes Reported?	Yes	No

**Agency Name:** The Salvation Army Service Center

**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.. This is the part of the service which the ASSET dollars are

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 we can serve children) who the Social Security Administration has determined incapable of managing their own Social Security benefits.
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:** All contact, direct (meaning we see or speak with the client) and indirect (meaning we are doing work on behalf of the client but not in the presence of the client such as paying bills, contacting SSA, etc.) is put on an excel spreadsheet.
3. **Measurement Update (Please provide update on measurement data collected based on the ABF 5(O) from July 1 to date):** This method of data collection works well but we discuss ways to streamline to make process easier.
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 are currently service 58 individuals in Story County and 2 outside of Story County.  
We have closed 12 cases because they moved to higher level of care or moved out of service area. We have devoted at total of 192 direct hours and 938 hours of indirect time spent hours paying bills, calling businesses, collaborating with Social Security, contacting service providers, etc.
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 Salvation Army is one of only a handful of options for this service in Story County and we frequently have requests from clients who want to transfer from other service providers. We also will prioritize clients who have their payee services on hold at Social Security because they do not have a payee.



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 service 58 individuals in Story County and 2 outside of Story County.
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 a waiting list of 15 people needing assistance. We do refer them to other agencies that may be willing to take them but often neither the client nor the client want to have their services outside Ames and/or Story County.
8. **Comments:**

**Staff Use Only:**

Change/ Benefits demonstrated for client/ community?	Yes	No
Quantifiable Outcome Measures?	Yes	No
Outcomes Reported?	Yes	No