

Mid-Year Report for Outcome Progress
Reporting for: July 1, 2020 – November 30, 2020

Good Neighbor Emergency Assistance, Inc.

2.01 Emergency Assistance for Basic Material Needs: Rent and Utilities

Brief Description of the Program: Good Neighbor provides emergency financial assistance to Story County households who are at risk of homelessness due to non-payment of rent or utilities.

Emergency Rent and Utility Payments

Date range: Jul 01, 2020 to Nov 30, 2020

Category: Basic Needs: Rent and Utilities

Report Summary

Total Assistance:	\$ 71827.41
Assistance Records:	217

Assisted Household Members by Gender:

Female:	287
Male:	197

Assisted Household Members by Ethnicity:

African-American:	114
Asian:	1
Caucasian:	257
Hispanic:	77
Middle Eastern:	5
Native American:	13
Other:	5
Pacific Islander:	1

Assisted Household Members by Other:

At Risk of Being Homeless:	10
Disabled:	45
Homeless:	2
Reports mental health diagnosis:	2

Children (0 - 4) in Assisted Households:	64
Children (5 - 12) in Assisted Households:	96
Children (13 - 17) in Assisted Households:	62
Adults (18 - 29) in Assisted Households:	105
Adult (30 - 65) in Assisted Households:	174
Seniors (60+) in Assisted Households:	16
Other (unknown) in Assisted Households:	18

Total Households Assisted: **197 households with a total of 524 members**

Duplicated Households Assisted: **217 households with a total of 577 members**

1. **Program/Service/Outcome** The ABF-5(0) on the 2020-21 ASSET Application appears to be the ABF-5(0) from FY 2018-19. Good Neighbor's Emergency Rent and Utility Programs serve as a homelessness prevention program for Story County Residents. We are a last resort agency for people who are at risk of eviction from their permanent living spaces or disconnection of their utility services.
2. **Measurement Used:** We use Charity Tracker to record every interaction with our clients and applicants. We also have committed to putting information into Clear Impact. We are behind in that and hope to have it brought current by the end of 2020.
3. **Measurement Update** Please see the information graph on the first page. It shows that we have helped 197 households, consisting of 524 members, with emergency rent or utilities. Of those 197 households, 20 have received assistance more than one time. On our ABF 2 page, we have a goal of serving 2034 individuals this year in both program areas, or we could say 1017 individuals for the food program, 1017 individuals for the rent and utilities program. We believe that the way the statistics are reported on the ABF 2 doc, counts a person each time there is an assistant event. In that case, we've helped 577 individuals with emergency rent or utilities so far this year. We are through 42% of the fiscal year, and we have helped about 57% of the people we hope to assist with emergency food this year.
4. **Outcomes Achieved** Good Neighbor has been able to prevent eviction or utility disconnection for 197 households in Story County. These households may be at risk for homelessness due to chronic low income or sudden income loss due to a crisis or emergency.
5. **Barriers Encountered** It has been very different being closed to the public AND offering assistance full-time as well. While the majority of applicants like and appreciate the ability to apply online and send us documentation using email or other technology, there are some people that do not have access to the internet or who are not comfortable with the technology. For those people we provide paper applications for pick up or send them by mail to the applicant. Of course, many people who were doing okay until they lost jobs, insurance, childcare, etc. to Covid are now food and housing insecure. Those who were struggling before the pandemic have things even harder than before because of the difficulty of finding work during Covid. Many people who were required to stay home because of exposure or infection do not have PTO. Another barrier Good Neighbor experienced is that the majority of our 13 experienced volunteers quit volunteering because they are in a high risk health group. From March 17 to July 1, the director worked on her own. Now, three volunteers are working regularly and we will be hiring a 8-10 hour a week program assistant.
6. **Clients Served** Please see the graph at the beginning of this report.
7. **Clients Turned Away** Due to the generosity of our donors, we have been able to serve every applicant who met the criteria for our services.
8. **Comments** Good Neighbor is extremely grateful for the additional funding received from Story County United Way. We have been able to raise the amounts and frequency of assistance due to this generosity.

Also of Note: In the total amount of rent and utility assistance, we include the amounts we assisted with through the Story County Immigrant Fund Requests. Here is information about that assistance. This amount is included in the total assistance amount on the graph on page one.

Categories: Other: Immigrant Fund Referral - Cell Phone / Internet, Other: Immigrant Fund Referral - Rent, Other: Immigrant Fund Referral - Utilities, Other: Miscellaneous

Report Summary

Total Assistance:	\$ 8394.97
Assistance Records:	22
Total Households Assisted:	18 households with a total of 53 members
Duplicated Households Assisted:	22 households with a total of 64 members

(FYI – We assisted 57 households with 154 members with a total of **\$19,841** with rent or utilities through the Story County Immigrant Fund during the months of March, April, May, June 2020.)