

## MID-YEAR REPORT FOR OUTCOME PROGRESS

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

**Agency Name: Heartland Senior Services**

**Program Name: Adult day center- NO SERVICES PROVIDED DUE TO COVID-19**

**Brief Description of Program:**

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

## MID-YEAR REPORT FOR OUTCOME PROGRESS

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

**Agency Name: Heartland Senior Services**

**Program Name: Activities- NO SERVICES PROVIDED DUE TO COVID-19**

**Brief Description of Program:**

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

## MID-YEAR REPORT FOR OUTCOME PROGRESS

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

**Agency Name: Heartland Senior Services**

**Program Name: Congregate- NO SERVICES PROVIDED DUE TO COVID-19**

**Brief Description of Program:**

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

## 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 speaks to the Adult Day Center Director 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 receive a phone call from one our Adult Day Center Director 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, 2020- November 30, 2020 we have served 19,772 meals to 314 unduplicated participants throughout 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 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 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:** The need for home delivered meals for those who qualify who are 59 or under and homebound 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, 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 speaks to the Adult Day Center Director 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):** Heartland Senior Services and Aging Resources standardized the home delivered meal criteria for FY17 to ensure best practice for agency and base line evaluation of participant.
- 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):** From July 1, 2020- November 30, 2020 we have 107 meals to 3 participants.
- 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 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:** 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 services are meeting the expectations of the participants that we serve.
- 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 is a major barrier. 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):** From July 1, 2020- November 30, 2020 we have assisted 375 unduplicated seniors providing 805.75 units of service
- 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 participants were turned away from 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):** Data and statistics are one standard form of measurement collected monthly for this program. In the last five months we have distributed boxes to 114 individuals 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:** It is difficult to estimate how many individuals could use this program, but it is clear that there is a county-wide group who benefit from this supply of food.  
With many of them being low- income it is important to the recipients to receive food boxes from this program. If the boxes do not get delivered on the day it is scheduled, heartland gets phone calls from many of the participants.
- 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 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):** From July 1, 2020-November 30, 2020 a total of 114 unduplicated participants that received 500 boxes throughout 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? ?** 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 \$16,588 for a single household and cannot participate in the program.