

AGENCY: The Salvation Army

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1. Need for Program

The Salvation Army serves Story County Residents of all ages who are in need, specifically those who are living below the poverty line or have disabilities. The Salvation Army serves the clients through multiple programs. These programs include, running a food pantry, providing emergency rent/utility/lodging assistance, emergency disaster relief, serving clients as representative payee and serving a bill payer.

The food pantry has been very busy and active the past year, serving 1,412 families including 3,799 individuals.

The Representative Payee service meets the need of 54 individuals. Unfortunately, there are 23 on a waiting list that are unable to be served due to financial and personnel constraints.

Salvation Army meets the following funder priorities:

United Way: They provide for emergency needs for low-income families and provide essential services.

ISU Student Government: Food pantry, rent/utility/lodging assistance

Story County: Services promoting self-sufficiency (Bill Payer and EDS)

City of Ames: The Salvation Army helps meet the basic needs of individuals with an emphasis on those with low to moderate income.

Central Iowa Community Services: Basic crisis response and treatment to improve a person's condition. (Rep Payee)

2. Program Strengths

The Salvation Army is a worldwide service organization with a good reputation. They work very well with other agencies and strive to work with other income programs that focus on fighting hunger, housing and transportation needs. The Salvation Army is best known for their incredibly successful Red Kettle program and Christmas. The Salvation Army is facilitating a "Doing the Most Good" Market. They accept food donations from Super Wal-Mart and provide this food to their own pantry (and others) to help meet the hunger need in Story County. They plan to expand this in the future.

3. Program Weaknesses

The financial aspect of the Representative Payee program is not being met. While it is a much-needed program, it is a program that loses money. Currently 54 people are served, with 14 on a waiting list. There does not seem to be adequate services within Story County to meet this need if The Salvation Army discontinues the Representative Payee program. Current reimbursement does not cover the costs of this program.

Another weakness is the Bill Payer program. It could be better promoted and therefore utilized if time and resources allowed. This is typically run by volunteers, but it is hard to find those volunteers.

It is also difficult to keep the food pantry shelves full. The food pantry is utilized by a lot of individuals and families.

4. Financial Outlook

Almost all services provided by The Salvation Army are contingent on the success of the Red Kettle campaign during the Holiday season. This has gone very well in the past few years, but is contingent on the generosity of others.

Resources are always a challenge. The Salvation Army helped 128 families with rent assistance last year, 65 with utility bills and 12 with temporary housing.

The Representative Payee program is underfunded. The amount that Social Security allows is not enough for the program to break even (\$41.00 per month). This program could potentially be dropped if it is not better funded.

5. Internal Management Practices

Overall The Salvation Army is well managed but has limited staff. The role of the Board of Directors is to act as an advisory council, which works with the full Board of Directors based in Des Moines. The Board helps to make contacts within the community, provides input to the Des Moines office, and helps move the programming along.

The Salvation Army in Ames has just recently been assigned two Captains. These Captains will plant a church. Once the church is established, the offices that are currently being utilized will be moved into the church, thereby saving some administrative expenses. This could be years down the road.

6. Agency Suggestions/Comments

It was stated during the agency visit that the staff feels that the budgeting process through ASSET is a little confusing and challenging. Data collection is very difficult and what Asset asks agencies to track can be very difficult.

GENERAL ASSESSMENT:

The Salvation Army offers a wide array of services for in need residents of Story County including a food pantry, rent and utility assistance, emergency disaster assistance, bill payer and the representative payee services. Other than the Representative Payee program, they seem to be in a good position financially – although it is all contingent on the success of the Red Kettle campaign.