

LIAISON REPORT

AGENCY: Good Neighbor

Liaison: Michelle Fullerton

- 1. Need for Program.** Describe who the target population is and whether their numbers are increasing or decreasing. Indicate the source of this information. Also, indicate how the program/service is different and how it is similar to others and what would happen if the program/service ceased to exist. List the priorities established by ASSET Funders, which the programming addresses.

Started in 1997, Good Neighbor provides emergency rental and utility assistance to prevent eviction or utility shut off. Additionally, over the last few years two new programs were added to assist with healthy food and gas vouchers for those families that were struggling. Rent/utility assistance can only be provided once every 12 months and all payments are made directly to the landlord or utility company. Food vouchers can be received once every quarter up to (3) \$10 food vouchers and (1) \$25 gas voucher per family. Good Neighbor joined ASSET in the 08/09 budget process.

FY 17/18 has seen the following usage of services:

Rent/utility \$83,072
Healthy Food \$41,059
Gas Voucher \$7,772

- 2. Program Strengths.** Pick two to four factors that contribute most importantly to the program/service outcomes. Do not list everything that is satisfactory. We will assume that things not mentioned are okay. For each strength describe some supporting evidence.

Good Neighbor works with 35+ faith based organizations throughout Story County and alongside several other non-profit agencies within the county. Raising Readers provides books in the waiting area that Good Neighbor shares with ACCESS. Their downtown location is an easy walk, drive, or bus ride for clients. There is one paid employee, the Executive Director and currently 13 volunteers that help staff the office. It's available for walk in service 2 days a week, which is a change from the prior years when the office was open mornings every weekday. The location and atmosphere of Good Neighbor are a strength as it's bright and welcoming helping those who are seeking assistance to feel more at ease.

The board established an endowment fund and they have placed a 3 month, \$12,000 reserve in place in case of emergency funding issues. They allow 5% of the endowment to be added to their operating funds each year. An annual series of fundraisers are held. The choral concert bringing in \$6,000-\$11,000 depending on the year and the annual Tuscan and Irish dinner nights.

- 3. Program Weaknesses.** Select factors that detract most from the program/service achieving its outcomes. Present details as described above. Recommendations for reducing these weaknesses should follow the discussion of each weakness.

An up and down need for services based on the time of year, economic conditions, gas prices, food prices, and even the weather can make it difficult to predict funding needs. An increased demand for services as the program has become more widely known is creating situations where funding has run out to be able to provide services to some families within a given month so they are turned away and given referrals to other agencies who may or may not have funding also.

4. Financial Outlook. Current funding concerns should be described. In addition, the assessment of the program's plan to cope with shrinking resources should be given.

The board takes their financial duties seriously. They are mindful of their current cash flow, discuss and monitor frequently.

5. Internal Management Practices. Summarize your assessment of the management of the agency, and the role of the Board. If there are deficiencies, details should be provided. Conclude with recommendations when appropriate.

With a new ED taking over the agency in July of 2018 some changes are taking place. They are working to update financial records into QuickBooks and have had ISU students volunteering to move information formerly stored in filing cabinets to Excel spreadsheets for easier access to information when needed. They are considering applying for additional outside grant funding and looking to modify some of the program requirements beginning in 2019.

6. Agency Suggestions/Comments. Make note of any suggestions, comments or questions agencies may have with regard to the ASSET process, budget forms and or anything else that relates to the process.

GENERAL ASSESSMENT: