

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 1,792 families. It is estimated that 100,000 pounds of food was distributed last year from both the Doing the Most Good, which is a program that allows individuals or families to visit up to twice a week and the food pantry, which allows for a family to visit once monthly. The focus on this program is perishable goods. 6,039 duplicated visits were made for these programs last year.

Through the Food Pantry, The Salvation Army provides food to many other organizations throughout Story County. Last year, over 16,000 pounds of food was shared with Zearing/McCallsburg, Cambridge, Nevada Community Cupboard and Colo pantries. Also included are pantries in Ames including MICA, Calvary United Methodist Church and Food At First. The Salvation Army also provides Boys & Girls Club with sandwiches daily and Emergency Residence Project (ERP), on Friday's when storage space allows.

The Representative Payee service meets the need of 50 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 Walmart, Kum n Go, Fresh Thyme, Panera, Planter Row and Mustard Seed Farms and provide this food to their own pantry (and other pantries and organizations) to help meet the hunger need in Story County. They plan to expand this in the future. Story County has the highest food

insecurity in the state. With increased resources, they are exploring the possibility of a mobile food pantry that could help find and identify “food deserts” and meet a hunger need.

3. Program Weaknesses

It seems the biggest need with The Salvation Army at this time is increased resources to be utilized for the Food Pantry and Doing the Most Good. Hunger is a real need in Story County and The Salvation Army is helping to meet that need, but could do more with additional resources. They could utilize additional paid staff if resources allowed. They rely heavily on the Volunteer Center and RSVP to help identify and find volunteers throughout the year.

They are also in need of a larger space. Their current facility is not adequate in providing space for their needs.

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 124 families with rent assistance (87) utility bills (36) and lodging assistance (1). Services are declined on a daily basis due to lack of available funds.

5. Internal Management Practices

Overall The Salvation Army is well managed but has limited staff. The Salvation Army has separated their services from being under the umbrella of the Des Moines office. This took place on October 1st of this year. Majors Nathan & Michele Harms, who moved her in July of 2016 to begin the church plant, are now the Officers in charge of Ames and are overseeing both the Service Center and Corps. The church is meeting at the Ames Boys and Girls Club each Sunday. It is the hope of that large facilities is found to house the Church and Service Center under one roof, but this could be years down the road.

6. Agency Suggestions/Comments

The Salvation Army relies heavily on ASSET funding. For the first time, they are asking for funding from Story County for the food pantry. This came after a recommendation from an ASSET Administrative Team Member for Story County. It is hoped by the Salvation Army that if this is granted, that it will not be offset by decreasing levels through other funders.

GENERAL ASSESSMENT:

The Salvation Army offers a wide array of services for in need residents of Story County including a food pantry, homelessness prevention 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.