

AGENCY: The Salvation Army

LIAISON: Matt Soderstrum

DATE: October, 2019

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, and serving clients as representative payee.

The food pantry has been very busy and active the past year, serving 2,537 families. This is an increase of roughly 50% from the previous year. The Doing The Most Good Market, which can be used twice weekly provided a family uses the Food Pantry at least monthly, served 4,859 duplicated visits. In total, The Salvation Army served 15,980 individuals last year.

The Salvation Army gleaned 157,726 pounds of food from Walmart, Fresh Thyme Farmers The Salvation Army provides food to many other organizations throughout Story County. Last year, 16,846 pounds of food was shared with Zearing/McCallsburg, Cambridge, Nevada Community Cupboard, Colo, M.I.C.A and Food At First pantries. The Salvation Army also provides Boys & Girls Club with sandwiches daily and Emergency Residence Project (ERP), on Friday's when their storage space allows. The foods that are shared are primarily the perishable goods including produce, sandwiches, bread and meat.

The Representative Payee service meets the need of 60 individuals. This is the most they are able to serve. Unfortunately, there are 12 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 (Story County residents have access to enough food and healthy food)

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.

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. In the past year, they have accepted food donations from Walmart, Kum n Go, Fresh Thyme, Panera, Plant A Row and Fareway and provide this food to their own pantry (and other pantries and organizations) to help meet the hunger need in Story County. They are seeing increased need in regards to people in Story County needing food and are concerned about the impact Fresh Thyme closing will have. As a result, they really

need to have the food pantry fully funded. They also apply for grants and other programs that can help them to assist individuals outside the scope of what ASSET provides. For example, they were awarded funds from the Story County Housing Trust to assist families with rent, rental applications and utilities.

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. In spite of the new funding streams, they continue to turn families away who are in need of rent and/or utility assistance.

5. Internal Management Practices

Overall The Salvation Army is well managed but has limited staff. It is the hope of that a larger facility 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. Due to the increase need for food and an increase they are seeing in homelessness, it is vital for continued funding from the ASSET process.

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 and the representative payee services. In the next fiscal year, they are not requesting funds for the Bill Payer Program because the clientele who were served no longer are in need. 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.