

Agency: Salvation Army

Liaison: Jehan Faisal

The Salvation Army serves Story County residents of all ages who are in need, specifically those with economic needs and/or people with disabilities. Four primary program areas focus on food assistance, homelessness prevention, emergency disaster relief and a representative payee program. In addition to these four primary service areas, The Salvation Army provides information and referral support with a depth of knowledge about additional services and resources in Story County. Their cooperation with other social service agencies, such as participation in the Immigrant Relief Fund and collaborations with other area food pantries, magnifies their reach and impact.

Assistance for residents with food insecurity happens in two ways. The first is direct food to people through their dry goods pantry as well as their "Doing the Most Good Market" which provides fresh food, dairy, eggs and meat. The second service is in collaboration with other agencies such food sharing with pantries in Zearing, Colo and Cambridge to serve residents in rural Story County. The Salvation Army also helped to supplement food resources by providing to The Bridge Home and to the Nevada School District. In the last year, The Salvation Army has gleaned over 146,000 lbs to support the needs of Story County residents. The Salvation Army reported a drop in numbers coming for food assistance after March. This could be a combination of the pandemic restricting people's movement and interactions combined with additional food resources that became available through schools. They also report a greater amount of food being given out per visit. The COVID-19 pandemic has altered the ways individuals access services. The Salvation Army has been creative and flexible in the way they meet needs including creating individualized pantry packages since people can no longer "shop" for themselves in the pantry. The Salvation Army does collect demographic information but will still help people without documentation of their status, address or identity. Their philosophy of "If you're hungry, you're hungry," expands access for people in need. For individuals from outside of Story County, The Salvation Army provides immediate food assistance but connects the individuals with resources from their own county.

Housing assistance may include emergency housing when local shelter beds are at capacity, and financial assistance with deposits, rent, mortgage or utilities. In the last year, The Salvation Army assisted 161 households / 421 individuals in with emergency funds. The Salvation Army collaborates with other social service organizations and churches to help individuals extend their safety net while working towards long-term stability.

The Salvation Army assists with disaster relief services. They work closely with Story County Emergency Management and provide support to first responders. Most recently, The Salvation Army ensured first responders in Zearing and McCallsburg had support in the aftermath of the derecho.

Assistance in managing personal finances is a critical support for some individuals with a disability. The Salvation Army provides payee services for 60 individuals, increasing their stability and independence.

The Salvation Army meets the following funder priorities:

United Way

FINANCIAL STABILITY Result 1: Access to basic needs Strategy 1.1: Provide housing assistance Strategy 1.2: Provide emergency services Strategy 1.3: Ensure access to reliable transportation Strategy 1.4: Grow knowledge of community resources to help meet basic needs

Result 2: Increasing income Strategy 2.1: Assist clients in securing or maintaining employment Strategy 2.3: Provide supports for additional workforce-related education/training Strategy 2.4: Promote the development of soft skills and other workplace readiness skills

Result 3: Increased financial capability Strategy 3.1: Provide financial education Strategy 3.2: Support access to banks' financial services Strategy 3.3: Increase financial opportunity

COA Priorities

#1 Meet basic needs, with emphasis on low to moderate income: • Food cost offset programs, to assist in providing nutritious perishables and staples • Housing cost offset programs, including utility assistance • Sheltering • Disaster response

ISU Priorities

4. Programs that empower traditionally discriminated-against peoples

Program Strengths:

The Salvation Army is a worldwide service organization with a good reputation. They are closely networked with other local agencies to support access to food, safe housing and accessible transportation. They provide critical, on-going payee services to individuals with a disability that supports the individual's financial stability (including housing security.) This results in greater choice and options for individuals with a disability.

Program Weaknesses:

The Salvation Army continues to need a larger space for their operations. The Salvation Army also has an on-going need for long term volunteers. Due to the pandemic, it is no longer safe to provide "walk-in" services for individuals and families. The Salvation Army has instead been meeting needs with telephone and virtual meetings, when possible.

Financial Outlook:

The Red Kettle campaign during the holiday season is The Salvation Army's key fundraising operation. They are updating the Campaign to make it easier for people to donate virtually from their phones as well as building COVID protections for those staffing the kettles. There are serious concerns about this year's campaign, for example, a key business partner recently informed them they will not participate due to the pandemic.

Internal Management Practices:

The Salvation Army has limited staff but is well managed. Communication amongst staff members is highly prioritized as is collaboration with partner agencies. They recently added a new staff member as Community Relations and Events Director. Their Board of Directors meets regularly.

Agency Comments:

The Salvation Army has worked hard to become a respected agency in Story County. One that helps those who need a one-time hand up, those who always live on the edge of homelessness, those who are asset limited, income constrained, employed families, those who have limitations and barriers and those who have found great success in their lives because of all of the services in Story County helping.

We are concerned about the Red Kettle Campaign this year. With Covid-19 having no end in sight, we are adjusting not only to the services we provide but to the fund raising we will be doing this Christmas season.

General Assessment: The Salvation Army offers critical supports for residents of Story County including food assistance, homelessness prevention assistance, emergency disaster aid and representative payee services. ASSET funds are critical to providing these services.