



It's a hand up, not a handout.

Annual Outcomes - Year Ending 2016 *All programs are measured for efficiency*

Food Pantry

An average of 805 families per month received nutritious groceries. We survey clients monthly.

1. Were you treated with dignity and respect by the staff and volunteers?
98% said yes
2. In the past 12 months, were you ever hungry but didn't eat because there wasn't enough money for food?
84% said yes (71% last year)
3. 100% said the food pantry helped prevent hunger in their household
4. 99% said the food pantry improved their ability to deal with a financial crisis

Financial Assistance

1. We provided rent or mortgage assistance for 204 families. Our goal is that 90% of those assisted will not be evicted within 90 days of receiving assistance.

Actual results are 92% were not evicted within 90 days of receiving assistance.

2. We provided electric utility assistance for 232 families.
Our goal is that 90% of those assisted will not be disconnected within 90 days of receiving assistance.

Actual results are 98% were not disconnected within 90 days of receiving assistance.

3. Clients receiving rent or utility assistance are required to attend a Money Management class online or in a classroom setting. We provide classes in English and in Spanish.
425 clients took the Money Management class.

Our goal is that 90% of these clients will identify three pieces of budgeting information after completing the money management program.

Actual results are 98% of clients identified three pieces of budgeting information.

Employment Services

Of the 483 unduplicated clients seen by Employment Services, 119 clients, or 25% of the total, became employed. Our goal is that 75% of those who gain employment will remain employed for 90 days or longer.

Actual results are that 93% remained employed 90 days or longer.