

# Annual Outcomes Year Ending 2017

All programs are measured for efficiency

### **Employment Services Program**

Of the 360 unduplicated clients seen by Employment Services, 135 of 145 clients, or 38% 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.

## **Emergency Assistance Program**

### Food Pantry

An average of 727 families per month received nutritious groceries. We survey clients monthly.

- 1. Were you treated with dignity and respect by the staff and volunteers? 95% said yes
- In the past 12 months, were you ever hungry but didn't eat because there wasn't enough money for food?
  70% said yes (72% last year)
- 3. 100% said the food pantry helped prevent hunger in their household
- 4. 98% said the food pantry improved their ability to deal with a financial crisis

#### Financial Assistance

1. We provided rent or mortgage assistance for 171 families. Our goal is that 90% of people assisted will not be evicted within 90 days of receiving assistance.

Actual results are 95% were not evicted within 90 days of receiving assistance.

2. We provided electric utility assistance for 195 families. Our goal is that 90% of those assisted will not be disconnected within 90 days of receiving assistance.

Actual results are 99% 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. 340 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 97% of clients identified three pieces of budgeting information.

#### Information & Referral

We provided 13,769 targeted referrals to other resources in person and by phone.