



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
2. 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.