

Program Outcomes

This form is due to the United Way one week before your first presentation.

Agency: InterServ

Program (What is the agency doing to ensure that its mission is being met?): Individual and Family Services (IFS)

Person Responsible: Jeanne Archer

The “mission” of goal of the program: Individuals and families with limited resources can meet their basic needs so they can work towards stability and success.

Community Need Addressed: Basic needs

United Way Focus Area (Please select one): Financial Stability

Program Activities	Outputs	Target 2009	Achieve 2009	Target 2010	Outcomes Maximum of 3 Outcomes	Indicators Maximum of 2 Indicators per Outcome	Target 2009	Achieved 2009	Target 2010	Data Source/ Collection Method
<i>What the program does to fulfill its mission</i>	<i>Direct products of the program. Examples: referrals, meals provided, shelter residents</i>				<i>The “mission” or goal of the program- What are you trying to accomplish?</i>	<i>What tells you that what you are doing is working?</i>				<i>Where the data comes from. How was it obtained?</i>
Shelter & Utility Assistance	Households served	N/A	311	N/A	1. Individuals and families with limited resources have assistance meeting basic shelter-related needs when in crisis.	1) Eligible persons facing foreclosure, eviction, or utility disconnection have necessary assistance to halt event and assure continued housing.	100 %	100% (311/311)	100%	HMIS Monthly rent/utility reports
	Financial assistance	\$56,544	\$75,681	\$61,000		2) * Persons potentially eligible for assistance are not turned away due to lack of funds.	New	87% [2165/ (2165+311)]	>45%	Client survey
	Calls turned away due to lack of funds		2,165							
Food Pantry	Family food orders	6,000	6,638	6,400	2. People have a way to meet basic needs for food and clothing.	1) Individuals and families requesting food receive food.	100%	100% (5,566/5,566)	100%	HMIS
Free Clothing Store	Persons Served	5,300	5,566	5,300		2) Individuals and families requesting clothing receive clothing.	100%	100% (5,478/5,478)	100%	Daily client sheet
	Days of food	18,000	19,914	19,200						Monthly Food Pantry Report
	Persons obtained free clothing	6,000	5,478	5,500						
Budget Counseling	Units of budget counseling	252	288	300	3. Individuals and families have help assessing financial situation.	1) Persons seeking shelter and utility assistance create a realistic personal budget to help them get through their crises.	100%	98% (288/288)	100%	Client case files
Aging Counseling (includes bill pay for seniors)	Units of counseling	624	657	468		2) Seniors assisted with monthly financial procedures are able to maintain or successfully transition their living arrangement.	100%	100% (38/38)	100%	NAPIS database for AAA
	Clients	N/A	38	26						

* New indicator: Attempt to discover true need in the community compared to availability of funding. Sample of total number of calls over 12 months. Percentage will be determined by dividing total number of calls turned away by the total number of calls received requesting assistance (assistance appointments available + the number of calls turned away). Weaknesses: 1.) Sample will not be an unduplicated number as persons are not fully screened and verified unless they have an assistance appointment. 2.) We will only have InterServ data for this item, although if this experiment proves to be beneficial, we might as a community use HMIS to try to determine the overall need.