

Emergency Services-Central
Financial Assistance Outcomes Report Summary
January 2018



What are our indicators that measure progress toward intended results and our plan to collect them?

Four months after a financial pledge is paid, the Emergency Services-Central team calls clients to discuss their situations. A series of questions is asked to determine if our pledge payment achieved the desired goal (avoiding eviction or maintaining utility connections).

In 2017, we successfully connected with 306 clients (50% of all households served with financial support). Here is what we discovered:

Rent Assistance (September 2016 to August 2017)

We spoke with 228 households who received rental assistance (with a typical upper limit of \$250). 83% of clients reported that they had navigated the crisis at hand, were still living in the same residence, and had avoided eviction.

It should be noted that of those who had not remained in their homes, several had moved for positive reasons including finding more affordable rent and combining households with friends/family to better manage finances.

Utility Assistance (September 2016 to August 2017)

We connected with 77 households who had benefitted from utility payments (electricity, water or natural gas). The typical upper limit paid for each client was \$125. 97% of clients reported that they had navigated the crisis at hand, were still living in the same residence and had avoided utility disconnection.