

Emergency Services-Central Financial Assistance Outcomes Report Summary

January 2020



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/improving living condition or maintaining utility connections).

In 2019, we successfully connected with 286 clients (49% of all households served with financial support). Here is what we discovered:

Rent Assistance (assistance received between September 2018 and August 2019)

We spoke with 228 households who received rental assistance (with a typical upper limit of \$300). 91% of clients reported that they had either maintained their residence/avoided eviction or reported an improved living condition.

Utility Assistance (assistance received between September 2018 and August 2019)

We connected with xx 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.

Respectfully submitted by Karen Holloman, Program Director and Nolonda Jones, Program Manager