

Emergency Services Program Financial Assistance Outcomes Summary

February 2022



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

Four months after a financial pledge is paid to help a client avoid eviction or disconnection of utilities, the Emergency Services team contacts that client to discuss their situation. A series of questions is asked to determine if our pledge payment achieved the desired goal and to gather feedback on program operations at both sites.

In 2021, we successfully connected with 606 clients (73.6% of all households served with financial support). Two notes are significant to this reporting period:

- The COVID-19 pandemic continued throughout the year; program logistics were adapted to protect health and safety while continuing to effectively address client needs. In addition, Winter Storm Uri in February had a notable impact on the community's financial stability and increased our utility assistance requests.
- CCSC was able to significantly increase our upper limits of monetary assistance in response to the unprecedented community need related to the pandemic. The upper limit for rent was raised to \$1200; the upper limit for utilities varied from \$250 to \$750, depending on circumstances.

Here is what we discovered:

Rent Assistance (assistance received between September 2020 and August 2021)

We spoke with 448 households who received rental assistance. ***96.9% of clients reported that they had either maintained their residence/avoided eviction or reported an improved living condition.***

Utility Assistance (assistance received between September 2020 and August 2021)

We connected with 158 households who had benefitted from utility payments (electricity, water or natural gas). ***98.7% of clients reported that they had navigated the crisis at hand, were still living in the same residence and had avoided utility disconnection.***

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