

Client Assistance Program 2022: Logic Model for Community Ministry of North Augusta

Input	Activities	Outputs	Outcomes
Funding from United Way, individual donors, churches, businesses and thrift store sales	Conduct interviews with clients to determine needs and how Community Ministry might be able to help. Referred clients to other agencies for assistance outside of our parameters (i.e.-rent assistance) Pledge electric, gas, and water bills for clients who meet our criteria for assistance. Create and maintain files on each client to establish a history for future reference.	We paid \$127,677.00 to maintain electricity in client homes, sometimes restoring service that had been lost. This is an important step in avoiding homelessness.	Clients were able to have food, running water, air conditioning, heat, lights, refrigeration and/or food preservation, gas for cooking, and enable operation of medical equipment in their homes
Food, clothing, household items, and furniture donations from members of the community	Staff and volunteers sort, clean and organize donations of clothing and household goods. Food pantry volunteers organize and maintain food donations in our pantry.	We distributed \$1,473.00 worth of furniture and \$7,481.00 of clothing to those in need.	Clients who had lost their homes in a fire or who were moving from homelessness to a home had furniture and household items to get them started.
Three staff members (one full-time and two part-time) on the Ministry side, 8 staff members (two full-time and six part-time) on the Thrift Store side, and 25-44 volunteers each month in-house	Assisted clients with medicine refills, overnight hotel stays, or gas cards as warranted. Continual recruitment and training of existing and newly recruited volunteers.	We gave \$3,417.00 worth of medicine assistance, \$1,922.00 worth of emergency housing	Clients had a place to stay and/or gas in their cars in times of emergency. Clients were able to fill prescription medicines to avoid health risks or skimping on another expense such as utilities in order to survive.
Client requests and referrals from churches and partner agencies	Provided bags of food for individuals and families who are in need	We provided 1,302.25 bags of food valued at \$87,619.00	Clients were able to feed themselves and their families nutritional food. Receiving food from the pantry enabled some clients to use their grocery funds to pay their utility bills. Avoiding a cut off and subsequent reconnection fee.

<p>Partnership with Dominion Energy, Aiken Cooperative, and City of North Augusta (water). Partnerships with Aiken Center and Cumbee Center for in house assistance for those facing substance abuse disorders or abuse.</p>	<p>Questions were added to the intake form regarding race/ethnicity and alcohol/drug assistance on intake form.</p>	<p>Clients in North Augusta/Belvedere who need drug and alcohol services or counseling/emergency assistance for abuse no longer have to travel 30 minutes to obtain that help.</p>	<p>Both Aiken Center and Cumbee Center have been able to establish a North Augusta presence.</p>
<p>Policies and procedures, By Laws, Board of Directors leadership, Executive Director leadership, mission statement, and vision statement. Growth of ministry and thrift store through community involvement.</p>	<p>Policies, procedures and by laws are reviewed to ensure compliance. Board of Directors and Executive Director meet monthly to review monthly expenditures and budgeted expenses. Relationships with the community and awareness of Ministry are built through presentations and attendance at weekly and monthly meetings of Churches and community stakeholders.</p>	<p>Policies, procedures and by-laws were updated and reviewed by BOD and Executive Director. Church membership in the ministry has increased from 25 to 27 Churches in 2022.</p>	<p>Employee satisfaction increased based on updated PTO policies and performance appraisal schedules. Donations for thrift store increased enabling more merchandise on the sales floor.</p>

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