

Client Assistance Program 2025: Logic Model for Community Ministry of North Augusta

Input	Activities	Outputs	Outcomes
Funding from United Way, individual donors, churches, businesses and thrift store sales	Interviewed 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)	We paid \$184,523.00 to maintain electric 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/food preservation, gas cooking, 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 gave \$369.00 worth of medicine assistance, \$937.00 worth of furniture and \$11,666.00 of clothing to those in need.	Clients were able to fill prescription medicines to avoid health risks or skimping on another expense such as utilities in order to survive. 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
Four staff members (one full-time and three part-time) on the Ministry side, 14 staff members (three full-time and eleven part-time) on the Thrift Store side, and average of 64 volunteers each month in-house	Assisted clients with gas cards or bus tickets and uber transportation as warranted	We provided \$4006.00 worth of emergency transportation, and other transportation assistance	Clients had gas in their cars in times of emergency and bus tickets and uber for local transportation
Client requests and referrals from churches and partner agencies	Provided bags of food for individuals and families who are in need	We provided 3,477 bags of food valued at \$327,631.00	Clients left the Ministry with enough food for their family for eight days and received assistance with utilities
Partnership with Dominion Energy, Aiken Cooperative, and City of North Augusta (water). Partnerships with Aiken Center, The Courage Center for in house assistance for those facing substance abuse disorders or abuse. Partnerships with Aiken Churches Together Serving, Community Action, McCormick Gleams CSBG and Aiken Electric Co-op, Salvation Army of Aiken County and Aiken County Homeless Coalition.	Created and maintained files on each client to establish a history for future reference. Added questions regarding race/ethnicity and alcohol/drug assistance on intake form.	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. Partnerships with ACTS, Community Action, Gleams and Aiken Co-op allows CMONA to pay a portion of past due utility bills and the remainder paid by these helping agencies.	The Aiken Center, Aiken Barnwell Mental Health and The Courage Center have been able to establish a presence in North Augusta by using space in our Ministry building to meet with clients. By partnering with other helping agencies we are able to help more clients by sharing the burden of large utility bills.
Policies and procedures, By Laws, Board of Directors leadership, Executive Director leadership, mission statement, and vision statement, volunteer and employee job descriptions were updated	Policies, procedures and by laws were reviewed. Board of Directors and Executive Director meet quarterly to review monthly expenditures and budgeted expenses.	Policies, procedures and by-laws were updated and reviewed by BOD and Executive Director. Employee and volunteer job descriptions were written and approved by the personnel committee and the executive board. Formulation of a long range plan and 3 year strategic plan.	The Board Chair and Executive Director conducted a meeting with all volunteers and employees to review all policies and procedures, by-laws, mission statement, vision statement, and employee and volunteer handbook. Executive Director and Board Chair met individually with volunteers and reviewed their respective job descriptions. The Executive Director met individually with employees and reviewed their job descriptions.