

**Client Assistance Program 2023: Logic Model for Community Ministry of North Augusta**

<b>Input</b>	<b>Activities</b>	<b>Outputs</b>	<b>Outcomes</b>
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 \$116,716.00 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 \$489.00 worth of medicine assistance, \$2,019.00 worth of furniture and \$10,372.00 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 the 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 overnight hotel stays, gas cards or bus tickets as warranted	We provided \$516.00 worth of emergency shelter, transportation, and other assistance	Clients had a place to stay and/or gas in their cars in times of emergency.
Client requests and referrals from churches and partner agencies	Provided bags of food for individuals and families who are in need	We provided 2,046 bags of food valued at \$164,964	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 and Cumbee Center for in house assistance for those facing substance abuse disorders or abuse.	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.	The Aiken Center, Cumbee Center and Aiken Barnwell Mental Health have been able to establish a presence in North Augusta by using space in our Ministry building to meet with clients.
Policies and procedures, By Laws, Board of Directors leadership, Executive Director leadership, mission statement, and vision statement, DEI Policy	Policies, procedures and by laws were reviewed . Board of Directors and Executive Director meet monthly to review monthly expenditures and budgeted expenses.	Policies, procedures and by-laws were updated and reviewed by BOD and Executive Director.	A Diversity, Equity and Inclusion policy was written for employees and volunteers and approved by the BOD. Employee and Volunteers were trained on the new DEI policy and the policy was implemented immediately.