



# SERVICE REPORT — November 2016

	Current Month	YTD 2016	2016 v 2015
		3,190 < Unduplicated HHS Served YTD >	↑ 1 %
<b>Service Description</b>	343,725 < Meals this month	3,282,148 < Meals Provided YTD	↑ 7 %
<b>FOOD SERVICES</b>			
Pounds of Groceries > clients, pantries, groups	126,853 pounds of groceries	1,207,038 pounds of groceries	↑ 11 %
Food Orders Filled	1,904 people (1,132a /772c) /690 families	18,817 people (11,541a /7,276c) /7,063 families	↓ 8 %
Baby Food & Formula / Ensure, etc.	106 people—96 babies / 20 adults	1,258 people—1,049babies / 209 adults	↓ 1 %
Senior Stockboxes—35 lbs. Food > People 60+	532 people 60 yrs. +	5,468 people 60 yrs. +	↑ 4 %
ECHO Community Meal—last Saturday of month	143 meals (1x/mo) (est)	1,355 meals (1x/mo)	↓ 5 %
Emergency Food - ECHO Gift Cards or ECHO Vchrs w/Crisis Interv after-hours	6 families	56 families	
Packets of Seeds for Gardens	0 families	0 families	
Farmers Market Vouchers	n/a (seasonal)—people/families/vouchers	782 people/295 families/668 vouchers	↓ 13 %
Thanksgiving Baskets	1,692 people/ 600 families	1,692 people/ 600 families	~even HHs
Christmas Day Dinner	n/a (seasonal)—meals	n/a (seasonal)—meals	
<b>PERSONAL &amp; HOUSEHOLD SERVICES</b>			
Personal, Laundry & Cleaning Supplies	3,304 people	30,320 people	↓ 8 %
Homeless Personal Supplies Boxes / Homeless Laundry Kits	0 kits—0 Pers. Supp. Boxes / 0 Laundry Kits	124 kits—70 Pers. Supp. Boxes / 54 Laundry Kits	↑ 31 %
Diapers & Baby Wipes / Depends & Liners for adults	177 people—167 babies / 10 adults	1,481 people—1,249 babies / 232 adults	↑ 30 %
Giveaways from Office, not in Food Orders (Food & Non-Food)	401 families	5,140 families	↑ 18 %
Clothing Vouchers / Store Gift Cards	3 people	19 people	
<b>HOUSING SERVICES</b>			
Lodging in Motels—Shelter Nights <span style="color:red">Cutbacks</span>	7 shelter nights	1,521 shelter nights	↑ 8 %
Rent/Security Deposit Assistance <span style="color:blue">(includes adjustment of +5 for October)</span>	45 months of rent paid	466 months of rent paid	↑ 31 %
<b>TRANSPORTATION SERVICES</b>			
Gas Cards (\$20 each) <span style="color:red">Cutbacks</span>	0 families	43 families	↓ 58 %
Bus Tokens (20 tokens/Passes) <span style="color:red">Cutbacks</span>	2 families	36 families	↓ 27 %
Vehicles—Bicycles / Cars	0 vehicles - 0 car/ 0 bicycles	11 vehicles - 0 car/ 11 bicycles	
<b>OTHER SERVICES</b>			
Representative Payee Services	31 hours	290 hours	↑ 1 %
Counseling & Case Management (Direct Assistance Contact Hours)	1,477 hours	11,508 hours	↑ 1 %
Cooking Classes/Nutrition/Food Demos	0 people	35 people	
Birthday Presents & Cakes	24 children	275 children	~ even
Fans, air conditioners, etc	0 families	236 families	↑ 151 %
Information & Referral	2,032 people	21,869 people	↑ 13 %
Pet Pantry - ECHO & Humane Society	0 pets	1,408 pets	~ even
Post-Secondary Education Assistance - Tuition, Books, Supplies	0 person	1 person	
<b>SEASONAL SERVICES</b> (see also > Food Services)			
School Supplies	n/a (seasonal)—children/ families	530 children/ 220 families	↑ 6 %
Easter Baskets	n/a (seasonal)—children	289 children	↓ 55 %
Christmas Trees & Decorations	n/a (seasonal)—families	n/a (seasonal)—families	
Christmas Toy Program -	n/a (seasonal)—children/ families	n/a (seasonal)—children/ families	
Christmas Adopt-a-Family	n/a (seasonal)—people/ families	n/a (seasonal)—people/ families	
<b>TOTAL UNITS OF SERVICE</b>	138,739 varied services ↑ 25%	1,312,068 varied services	↑ 10 %