



# SERVICE REPORT — November 2019

	Current Month	YTD	2019 v 2018
<b>Service Description</b>	275,856 < Meals this month	3,721 < Unduplicated HHS Served YTD 3,335,620 < Meals Provided YTD	↑ 13 % ↓ 4 %
<b>FOOD SERVICES</b>			
Pounds of Groceries > clients, pantries, groups	103,720 pounds of groceries	1,256,865 pounds of groceries	↓ 3 %
Food Orders Filled	1,479 people (918a /561c) /585 families	17,550 people (11,030a /6,520c) /6,527 families	↓ 5 %
Baby Food & Formula / Ensure, etc.	84 people—82 babies / 2 adults	3,527 people—3,511 babies / 16 adults	↑ 113 %
Senior Stockboxes—35 lbs. Food > People 60+	399 people 60 yrs. +	4,663 people 60 yrs. +	↓ 13 %
ECHO Community Meal—last Saturday of month	109 meals (1x/mo)	1,266 meals (1x/mo)	↓ 6 %
Emergency Food - ECHO Gift Cards or ECHO Vchrs w/Crisis Interv after-hours	0 families	1 families	
Farmers Market Vouchers	n/a (seasonal)—people/families/vouchers	466 people/171 families/389 vouchers	↓ 10 %
Thanksgiving Baskets	1,188 people/600 families	1,188 people/600 families	↑ 2 %
Christmas Day Dinner	n/a (seasonal)—meals	n/a (seasonal)—meals	
<b>PERSONAL &amp; HOUSEHOLD SERVICES</b>			
Personal, Laundry & Cleaning Supplies	2,756 people	34,021 people	↓ 20 %
Homeless Personal Supplies Boxes / Homeless Laundry Kits	9 kits—9 Pers. Supp. Boxes / Laundry Kits	118 kits—67 Pers. Supp. Boxes / 51 Laundry Kits	↑ 3 %
Diapers & Baby Wipes / Depends & Liners for adults	161 people—159 babies / 2 adults	3,157 people—3,117 babies / 40 adults	↑ 22 %
Giveaways from Office, not in Food Orders (Food & Non-Food)	910 families	8,551 families	↑ 5 %
Clothing Vouchers / Store Gift Cards	11 people	101 people	
<b>HOUSING SERVICES</b>			
Lodging in Motels—Shelter Nights — Lodging cut due to funding	0 shelter nights	2,781 shelter nights	↓ 21 %
Rent/Security Deposit Assistance	22 months of rent paid	314 months of rent paid	↓ 21 %
<b>TRANSPORTATION SERVICES</b>			
Gas Cards (\$20 each) - Service cut to just people in Lodging & RRH	0 families	52 families	↓ 78 %
Bus Tokens (20 tokens/passes) - Service cut to just people in Lodging & RRH	1 families	132 families	↓ 45 %
Other Transportation—Bicycles/Cars/Bus or Train Tix > other cities	0 Other Trans: Cars; Bicycles; Bus, Train	29 Other Trans: Cars; 27 Bicycles; 1 Bus, 1 Train	
<b>OTHER SERVICES</b>			
Representative Payee Services	50 hours	492 hours	↑ 1 %
Direct Assistance Contact Hrs, incl. Case Management & Housing Navigator	1,345 hours	15,133 hours	↑ 19 %
Classes/Demos - June, July, Aug: UW-Ext	n/a (seasonal)—people	960 people	
Birthday Presents & Cakes	12 children	156 children	↑ 10 %
Fans, air conditioners, small appliances, etc	13 families	95 families	↓ 27 %
Information & Referral	2,660 people	28,128 people	↑ 18 %
Pet Pantry - ECHO & Humane Society	112 pets	1,452 pets	~ even
Post-Secondary Education Assistance - Tuition, Books, Supplies	0 person	2 people (includes correction)	
<b>SEASONAL SERVICES (see also &gt; Food Services)</b>			
School Supplies (main distribution - August)	n/a (seasonal)—children/ families	429 children/ 162 families	↓ 17 %
Easter Baskets	n/a (seasonal)—children	334 children	↑ 27 %
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>	115,041 varied services	1,381,963 varied services	↓ 3 %