

## Community Emergency Services Statistical Breakdown: 2020 Fiscal Year

(Services provided from 04/01/2019 thru 03/31/2020)

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**Clients Assisted through Community Emergency Services (CES) > .....111,640**

*(This total includes those receiving aid from the Food Shelf, Home Delivery, the African Food Distribution, Friday Food Distribution, Holiday Distributions, Emergency Financial Assistance, Meals-On-Wheels & other services; may be once a year, weekly, or daily; may be an individual or family.)*

**Total Incoming Pounds (food & non-food items) >.....728,046 Pounds**

**Total Outgoing Pounds (food & non-food items) >.....704,197 Pounds**

**CES Food Shelf Recipients through Daily Interviews >.....15,066 Individuals/6,016 Households**

*(Food Shelf visits are partially comprised of single household recipients and many food shelf visits represent multiple, family member households. All recipients may receive assistance more than once.)*

**Individuals Receiving Referrals >.....1,633**

*(Front desk referrals = 454; Advocate referrals = 1,179)*

**Individuals/Families Receiving Financial Assistance >..... 1,373 Individuals/786 Households**

*(Financial Assistance is available to those with crisis needs related to emergency housing, transportation, utility aid, assistance for employment needs, educational needs, driver's license/state ID renewals, as well as co-pays for medical appointments & prescriptions. The agency also dispenses tokens to assist with transportation needs. **The total expense incurred for Financial Assistance during the 2020 fiscal year was \$13,310.45 of which \$3,507.97 was provided from the FASTER FUND account.**)*

**CES Duplicated Volunteers (Individuals & Groups) >.....3,515 Individuals/195 Groups**

*(These volunteers provide services in different venues at CES throughout the year including: interviewing Food Shelf recipients, Bonus Friday distribution, Home Delivery program, Holiday distributions, grocery receiving and sorting, office assistance, mailings, picking up food donations, participating at committee & board meetings special projects, etc. The volunteers spend, on average, 3 to 4 hours during each service provision. **Volunteers provided 9,966 hours of donated service to CES during the 2020 fiscal year.**)*

**Meals Delivered by Meals-On-Wheels (MOW) 2020 Fiscal Year >.....71,965**

*(During the 2020 fiscal year 474 unique clients received 71,965 prepared meals. These hot & frozen prepared meals are available to senior citizens & disabled persons who are unable to prepare their own meals.)*

**Meals-On-Wheels (MOW) Volunteers >.....4,503 Individuals/31 Groups**

*(Volunteers delivered prepared hot & frozen meals in every kind of weather, five days per week, to 474 unique clients throughout the 2020 fiscal year; These volunteers come from diverse backgrounds, including those from corporations, individuals from the neighborhood and others from the Twin City area at large **MOW volunteers provided 5,403 hours of donated service to CES during the 2020 fiscal year.**)*

