

CITY OF LONGMONT- Human Services Fund Reports 2020 - Attachment 2

Agency	Program	Amount Awarded	Final Outputs	Final Outcomes	Final Challenges
Attention Homes	AH Apartments	\$ 8,800	AH staff provided 40 hours of individualized case management and 14 hours of mental health and substance abuse counseling. Staff also facilitated 129 hours of life-skills programming, including budgeting and saving, healthy eating, relationship development, medical/dental care, sexual health, cooking, cleaning, and so much more	At least 50% of the youth living in our AH Apartments program were previously engaged in programming at The Source.	One of our biggest struggles has been community engagement for the youth in our programs. Since we have had stricter rules for being off-property; unless a youth is at work or school they don't have a lot of free time to do whatever they want. This also means we aren't doing as many activities like bowling, skating, going to the movies, those kinds of things.
	Runaway and Homeless Youth Services Program	\$ 8,800	We served 7 youth in our shelter and 5 youth in our drop-in center: 12 in total from the City of Longmont. We served 724 meals, did countless loads of laundry and provided hundreds of showers .Overall, staff have provided 1,040 referrals.	3 Longmont youth transitioned from shelter to being housed (2 reunifications and 1 market rate. 100% of Longmont youth reported feeling an increased sense of personal safety and security, an increase in independent living skills and 100% reported an increase in permanent connections and 100% demonstrated increased knowledge and awareness of how to become self-sufficient in Boulder County	Lack of community engagement with for youth in the their programs.
Boulder County Aids Project	BCAP	\$ 6,300	1/1 - 12/31/2020, BCAP HIV Care Services Outputs: 58 PLHIV participated in case management and had access to health insurance; 26 PLHIV received financial assistance for housing; 5 PLHIV received HUD Tenant-Based Rental Assistance (TBRA) subsidies managed by BCAP; 15 PLHIV received financial assistance for utilities; 6 PLHIV received transportation assistance; 3 PLHIV received financial assistance for oral healthcare; 30 PLHIV received food from BCAP's Boulder food pantry and assistance accessing community and public resources for food. 1/1 -12/31/2020, BCAP Prevention Services Outputs: 31 people at risk of acquiring HIV received an HIV CTR session and accessed risk reduction counseling, test results, and health-related referrals; 4 people at risk of acquiring HIV were referred to a medical home to start pre-exposure prophylaxis (PrEP), a medication taken once daily to prevent HIV acquisition; 9 individuals at risk of acquiring HCV received an HCV CTR session and accessed risk reduction counseling, test results, and health-related referrals; 8 people who inject drugs were linked to BCAP's syringe access services.	100% of PLHIV enrolled in case management were linked to and retained in medical care. 90% of PLHIV enrolled in case management had an undetectable viral load below 200 copies/mL at the time of most recent lab work. Many PLHIV did not update their lab work due to disruption of routine, non-essential, in-person medical care because of the impacts of COVID-19. This data point is an approximation utilizing clients most recent lab results. PLHIV who have an undetectable viral load experience better health outcomes and are unable to sexually transmit HIV. 13% of people tested for HIV responded to risk reduction counseling by choosing to protect their HIV negative status by taking PrEP. 75% of people tested for HCV who inject drugs participated in BCAPs syringe access services. There were no new diagnoses for HIV or HCV among City of Longmont residents tested by BCAP.	Many PLHIV are living with other chronic conditions, such as diabetes, heart disease, cancer, or viral hepatitis -- which place them at higher risk of dying if they become ill with COVID-19. Social distancing suspended outreach and testing events to reach people at greatest risk of HIV and/or HCV acquisition, including men who have sex with men (MSM).Social distancing suspended all in-person and in-office meetings with clients at BCAP, including HIV and HCV CTR.
Bridge to Justice	Legal Services	\$ 3,800	Bridge to Justice has served 140 unduplicated low and moderate-income adults residing in the City of Longmont in civil legal matters, including pre- and post-decree family law and landlord-tenant related disputes. (33) Pre-decree family law cases, (56) Post-decree family law cases, (30) mental health certifications, (15) Landlord-tenant law cases, (5) Protection Order cases, and (1) Small Clams case. 353 attorney hours and \$53,170 in savings.	100% of post-decree clients, including both on-going and initial clients, will save an average of \$130 per hour using our post-decree services; In 2020 we provided 176 hours of in post-decree cases, thus we exceeded the goal of increasing 5% of total attorney hours; In 2020 we provided 353 hours of ongoing legal assistance, thus we exceeded the goal. We achieved the goal of saving clients an average of \$1,000 per ongoing assistance	Many of our clients struggle to afford our reduced fees, even more so now due to the COVID-19 pandemic. Without additional grant funding we will need to continue charging a fee for our family law services.
Blue Sky Bridge	Direct Services	\$ 6,300	Blue Sky Bridge served 570 clients during the 2020 calendar year: <ul style="list-style-type: none">• 23 clients ages 8–17 received therapy services• 345 clients ages 4–10 received prevention education• 51 adults received Blue Sky Bridge education• 74 clients ages 3–18 received a forensic interview• 77 parents received family support advocacy/crisis counseling	93% of clients reported that Blue Sky Bridge met their crisis counseling and individualized needs during the investigative process. Assessments can be completed only when education program is physically presented live. As these trainings were conducted virtually, Blue Sky Bridge did not complete pre or post assessments. 100% of responding parents indicated that they feel better informed of resources in the community. 100% of participants reported that they are better equipped to conduct effective child abuse investigation	Blue Sky Bridge faced significant challenges as a result of the COVID-19 pandemic. The rapid changes of the crisis and work situation added stress to the team. With most members now working remotely it has become difficult for management to keep up staff morale. There are also challenges that come with the constant use of technology.
Boulder Valley Women's Health	Direct Services	\$ 20,050	Total number of unduplicated people served: 762	100% of patients seen at their annual or contraceptive visits received consult on contraceptive methods including LARC & Emergency Contraception; 75% os sexually active women under age 25 wre screend for Chlamydia and Gonorrhea; 92% of students participating in the class exhibited increased knowledge in birth control methods and importance of safe sexual practices; 100% of patientes were screened for depression and received referrals for specialty care and social services;	In 2020, patient numbers were down about 19% due to a reduction in appointment availability and temporary pause in preventative services for staff and patient safety during the pandemic.
Community Food Share	Food Services	\$ 37,500	5,439 Longmont Residents received food; 2.8 millions pounds of food which equal around 2.3 million meals; 135,420 frozen meals for older adults	No real outcomes reported outside outputs.	In response to this challenging year, Community Food Share has demonstrated resilience and innovation, as our response to the pandemic and its related economic downturn evolves based on the needs of participants and our community partners. The organization has invested significant financial resources to increase our food storage capacity, using grant funds and agency resources to support the expansion of our warehouse by 40% overall, including a 50% increase in cold storage. This expansion not only increases Community Food Share's storage capacity, it allows us to dedicate food storage space to partner agencies, giving them greater flexibility to take advantage of bulk purchasing and seasonal pricing. To keep staff and participants safe Community Food Share adopted a drive-by pickup model for food distribution in March and has invested in capital improvements to the facility's parking lot to make this safer in inclement weather as well as implementing an online ordering system to give participants greater control over food choice.

Colorado Legal Services	Legal Services	\$	12,550	The number of unduplicated clients receiving legal representation for City of Longmont was 104 clients, which is ninety-two percent (92%), or just one client shy of the goal of 105. The number of unduplicated clients receiving immediate legal advice upon intake is 113 clients, which is seventy (70%) of our goal, although 100% of new clients did receive legal advice at intake. The number of unduplicated clients that came to the Pro Se Clinic is thirty-four (34) clients, which is forty-two percent (42%) of our goal.	Ninety-nine percent (99%) of clients agreed their legal problem was resolved as a result of legal representation. Ninety-six percent (96%) of clients strongly or somewhat agreed that they had received enough advice to understand their legal rights and options. (This figure is a five-year average of the same survey question.	In the past year, CLS has had to transition the delivery of its services to an environment that ensures the physical safety of staff and clients by focusing on remote, virtual and telephone consultation.
Center for People with Disabilities	Direct Services	\$	11,250	Provide information and referral services to 300 Longmont residents (output goal) Provided information and referral services to 146 Longmont residents (output result) Provide Independent Living Skills Training to 30 Longmont residents(output goal) Provided Independent Living Skills Training to 41 Longmont residents(output result) Provide at least 48 Peer Support Groups in Longmont in 2020(output goal) Providing Peer Support Groups twice a day – 40 times a month(output result) Provide Youth Transition Services to 7 youth in Longmont 2(output goal) Provided Youth Transition Services to 12 youth in Longmont(output result)	At least 90% of people who received I&Rs were effectively referred to a program, service or resource needed to address their issue; At least 90% of individuals who received ILST gained independence as a result of ILST services provided by CPWD; At least 95% of participants in Peer Groups felt/feel a stronger connection to community; At least 85% of CPWD participants demonstrated increased knowledge of transition related issues such as job readiness, social skills, and self-advocacy options post-high school	Challenges include: Most funders reallocating, abandoning or delaying typical grant funding which results in more funding available for emergency COVID needs but less funding available for ongoing critical programming for people in the community. A 20% cut in State funding. A 1% across the board cut in Medicaid reimbursement (note: we offer all services at no cost to consumer and cover some of our expenses that allow program through Medicaid income). Connecting with new consumers who are not reachable through traditional outreach during stay-at-home time. Following the severe reduction in non-essential medical services across the board, many people with disabilities were turned away for ongoing, necessary medical treatments. For example, people with multiple sclerosis were not receiving treatments every 6 weeks as usually, but every 12 weeks to accommodate hospitals and doctors. Similarly, treatments for wet macular degeneration were delayed. The result of this was usually worsening of symptoms or condition sometime to a serious point of further vision loss or lost capacity that could not be reclaimed following increased access to medical services. This is a silent collateral causality due to the crisis nature of COVID
Dental Aid	Dental Services	\$	16,300	Total of Longmont residents (in COL clinic and other clinics): 1,179 (316 were over age 55)	74% of patients completed treatment plans; Decreased emergency care by 3% (goal was 5%); 88% established dental home; Increased 55+ clients by 7% (goal was 90%); 82% demonstrated knoeIde of connection between oral and general health care (80% was the goal)	Providing dental care during COVID-19 and its restrictions has been a challenge for the organization. Also, this has cause financial challenges as well.
EFAA	Housing Case Management	\$	16,000	128 unduplicated residents in 33 families were housed at Atwood housing	24 or 96% of the 26 families exiting Atwood accomplished their goals; 98% of children in our Atwood housing had medical and dental coverage	A number of families had a permanent reduction in hours or loss of employment due to COVID's economic impact; Even more common, families working in higher-risk/exposure positions retained full employment yet experienced unpredictable periods of unpaid quarantines or illness themselves, resulting in unreliable and uneven income streams
El Comité	Case management	\$	15,000	1,866 clients were served in 2020	95% of clients that met with or were contacted by a case manager received information and/or referrals to assist them in resolving their issue;100% of clients that registered for the citizenship processing days in 2019 completed the N-400 application; 100% of clients who attend learning sessions reported the session being beneficial (however, did not have as many learning sessions as planned due to COVID)	Many clients needed direct financial assistance
FOCUS Reentry Program	FOCUS Reentry Mentoring Program					
Growing Gardens	Growing Gardens	\$	7,500	4,533 individuals were provided with fresh produce; 1,100 seed packets were donated; 2,777 plan starts were donated;13 Longmont entities received produce, plans, and seeds	66% felt they could often or always find fresh fruit/vegetables; 77% agreed that they knew how to grow produce in Colorado; Just 3% did not feel able to make a meal with fresh fruit /vegetables	Due to COVID some of the agencies regular partners could not participate in their programs and they needed to change how they deliver their programs
I have a Dream Foundation	Positive Future Program	\$	18,375	93 COL youth from two cohorts: Aspen Class and Rocky Moutain class; 227 participating parents/caregivers were served as well	98% of Dream Scholars had a better than 90% attendance record; 98% of Dream Scholars have a clear expectation of graduating highschool; 96% of high school dreamers have explored careers; 92% of reported expecting to move onto post-secondary education; 96% of high school dreamers have talked to an adult about financial aid; 58% Are trying to save money for post-secondary education; 88% of parents report being active and invovled in their child's school; 92% of parents participated in IHDF programs and parent meetings	IHDF had to modify their programming to deal wit the pandemic. Many of their youth had challenges due to social isolation, virtual learning, lost income and health concerns.
Immigrant Legal Center	ILC	\$	10,300	Consultation and representation services were provided to 146 City of Longmont residents and educational services were provided to 210 City of Longmont residents	More than 95% of the applications submitted to the federal government by the Immigrant Legal Center were either successful or remained pending at the end of the year; 98% of clients have gained an increased understanding of their individual or family immigration situation and the steps they might take now and in the future to improve that situation; 92% of our 150 education participants increased their understanding of immigration issues and supportive steps we can take as a community	The pandemic rendered an already vulnerable population even more vulnerable, both through exacerbated restrictions on work and travel and on decisions by the federal government to limit immigrants' participation in pandemic survival and recovery programs.
Inn Between	Transitional Housing	\$	58,008	124 (70 adults and 54 children)	21 households successfully graduated. 91% attained stable housing; 100% of Students housed at Inn Between remained in school (2 were seniors and graduated); 6 local agencies including LEAD, LHA received designated housing units; 62% of transitional housing graduates improved finances, 43% improved career resiliency; 48% improved education and 67% improved household management;	The biggest challenge continues to be a lack of affordable housing in the community.
Intercambio	English language courses	\$	10,000	277 Longmont Residents enrolled; 50 volunteers	Term to term retention rate - 49% (goal was 70%); Sudent return rate - 42% (goal was 50%); Student completion rate - 80% (goal was 85%)	The pandemic made it difficult to access classes and some had challenges with online formats.

Longmont Meals On Wheels	Food Delivery Services	\$	37,000	1,062 clients received meals; 122,764 meals were provided; 430 volunteers and staff visited or tele-visited clients; 195 were referred to other services;	LMOW prepared and delivered 15% more meals than 2019; LMOW served 1.5% less clients than 2019; 87% of clients reported health had improved or maintained since receiving consistent nutrition from LMOW; 77% reported that at least one factor of dailing living has improved since receiving meals visits from LMOW; 18.4% of client's well-being was maintained through referrals	Food costs have increased significantly during COVID.
Mental Health Partners	Mental Health Services	\$	37,030	5,833 Longmont clients were served; 340 unduplicated assessments provided; 105 clients discharged from hospital received a behavioral health service; 1,283 received targeted case management; 215 received health and wellness coaching	54% reported improving their level of functioning; 12% reported a reduction of psychological distress; 17% reported overall health improvement; 97% indicated a positive experience of care	COVID continued to be a challenge during 2020 and impacted many aspects of agencies work
Mile High United Way	PIE Program	\$	20,488	23 Longmont residents served	6% of outreach orientation session attendees enrolled in PIE program; 93% of PIE program participants gained financial education knowledge and skills; 98% developed positive saving habits; 98% report their confidence in managing their finances and plan for financial future has improved; 72% continue to save a year after completing program; 73% achieved new saving goal a year after completion; 83% of program graduates are still completing degree programs; 91% of small business owners continue to operate their business; and 94% of homeowners are still in their homes	COVID made it difficult to meet in person and orientations were done by phone; financial and business workshops were not available during shutdown; participants struggled to make deposits due to loss of income during pandemic; Lost long-time PIE coordinator Nino Gallo to COVID
OUR Center	Aspen Center	\$	20,000	55 students were served in 2020	Due to 2020 pandemic restrictions the agency did not have 2020 outcomes based on TSG Gold, but their 2019 outcomes showed 100% of their graduation pre-schoolers were prepared for kindergarten	COVID brought many challenges including having to shut down for several months and re-opening with limited capacity
	Basic Needs	\$	55,297	7,006 clients were served in 2020; 60,418 meals ; 18,668 food boxes for a total of 1,182,528 pounds of food; provided 1,749 vouchers totaling \$1,123,763 for rent and utilities	30% of participants improved their cash savings; 32.6% improved their employment	Rent and utility requests grew by 300% since beginning of pandemic; Meals provided increased to 160 day as well
Recovery Café	Recovery Café	\$	6,300	71 unique visitors and 105 unduplicated visits; 38 members enrolled; 990 meals; 1,980 cups of coffee; 88 recovery circles; 37 school for recovery classes (in-person and virtual)	COVID caused the cafe to close for several months and it was difficult to collect outcome data, but 2019 data showed that: 100% reported feelings of hope increased <ul style="list-style-type: none"> • 87% reported that their housing improved • 87% reported their coping skills improved • 100% reported their mental health improved • 100% reported feeling a sense of belonging to the RCL community 	COVID severely impacted services and meeting virtually was challenging as most cafe member prefer in-person meetings
Safe Shelter of St. Vrain Valley	Safe Shelter	\$	98,745	371 individuals received non-residential trauma-informed support and counseling; 103 individuals received emergency shelter; 3,900 domestic violence calls were received	Non-residential outcomes: 92.5% of Safe Shelter clients surveyed reported that they had developed effective strategies for increasing their safety and that of their children; 95% reported an improvement in their ability to access community resources; 90% felt more hopeful about their future; 93% had more confidence in their decision-making. Residential outcomes: 92% of clients surveyed reported that they had developed effective strategies for increasing their safety and that of their children; 100% know more about community resources; 92% feel hopeful about the future; 62% feel confident about decision making	Large number of households needing housing assistance; providing advocacy over the phone is optimal; cancellation of annual symposium
Second Wind Fund (Rise Against Suicide)	Suicide Prevention	\$	8,800	89 clients served with 712 therapeutic session provided by licensed therapists	70% of youth demonstrated successful treatment through the evidence-based model of PAR Suicide Ideation Questionnaire	COVID provided challenges to meet with youth and there was a decrease in referrals early in the year
TLC	Early Childhood	\$	37,500	167 children were enrolled for education and therapeutic services	100% of children were showing progress in Literacy, Language, Mathematics, Physical, Cognitive, and Social Emotional development	Adherence to strict pandemic guidelines added stress and work for staff; TLC did not reach pre-pandemic capacity levels; Pandemic exposed need for better technology; recruiting highly qualified staff was a challenge
Via Mobility	Paratransit/Mobility Options	\$	164,984	422 Longmont residents served through the ParaTransit program; Mobility Options served: 588 for Information and Referral; 907 with individualized travel support; 1,200 with individualized travel plans	ParaTransit outcomes: 95% of older adults and people with disabilities received safe, affordable, and accessible door-through-door driver-assisted, wheelchair-accessible, demand-responsive paratransit services; 96% of riders agreed that Via helps them live a more independent life; 4.15% of all paratransit trips provided by volunteers (goal was 2%) Mobility Options outcomes: 75% of people receiving individualized travel support reported successfully accessing transportation	Via experienced a significant decrease to ridership due to the pandemic.
Voices for Children	CASA Program	\$	3,800	We provided 4 training and skill-building classes to CASA volunteers this year. We will continue to offer 4 trainings rather than 5 into the future and have not found that this change has impacted the number of CASAs we are able to train. <ul style="list-style-type: none"> • BVFC provided 167 Longmont children with the advocacy of a CASA volunteer. • BVFC provided 167 children with quarterly well-being assessments and regular court report updates. • Total number of children served in Longmont: 167 	95% of children are reported as being in safe, stable placements by their CASA volunteers, which is especially notable due to the challenging situations created by the pandemic. All of the children we serve are covered by insurance and have access to medical care, though due to the limitations on health care service providers due to the pandemic, there has been a slight decrease in the availability of regular preventive care to children. Out of all children we serve attending school, 83% progressed to the next grade level.	Most challenges we have faced are due to the COVID-19 pandemic and have included limitations on in-person visits by our CASA volunteers, a sudden decrease in the number of referrals we received during the lock-down period, and a sharp rise in referrals in the fall when children began seeing more mandatory reporters.
Wild Plum	Early Childhood	\$	60,000	296 students; 228 families accessing parent services	Due to pandemic the agency had to close its doors and did not collect regular data for 2020	Trying to reopen during the pandemic has been challenging; Staffing continues to be a challenge and keeping virus from the rooms
YMCA	Early Childhood	\$	37,500	55 students enrolled; 44 parents engaged in parent/teacher conferences	90% were trending kindergarten ready; 90% of families reported being satisfied with the program	Student attendance has been greatest challenge and revenue loss has been a difficult challenge