

United Way Partner Agency Community Outcomes Lynchburg City

LIVE UNITED



United Way
of Central Virginia

2-1-1 VIRGINIA Calls: 5,487

2-1-1 Referrals: 8,713



THE ARC OF CENTRAL VIRGINIA

Camp Meadowlark: (30 unduplicated individuals)

- ♦ Campers maintain social skills (following directions, taking turns, participating in planned activities).
- ♦ 90% campers demonstrated appropriate social skills as reported by camp counselors.
- ♦ 81% campers maintained social skills while attending camp as reported by parents/caregivers.
- ♦ Parents/caregivers experience less stress.
- ♦ 92% parents/caregivers reported that camp resulted in less stress in the family.
- ♦ 93% parents/caregivers reported that camp was a positive experience for the family and camper.

BEDFORD AREA FAMILY YMCA

Baby Kid's Club: (17 unduplicated individuals)

- ♦ Participants are satisfied with the hours, facility, staffing and other services of the program to facilitate the development of the whole child including creativity and a positive self-image in each child.
- ♦ 100% of individuals qualified for financial assistance and properly completed paperwork received financial assistance.
- ♦ 100% of individuals enrolled receive a safe and affordable childcare program.
- ♦ 90% of children's homework was completed.
- ♦ 100% of children recorded 60 minutes of active movement each day.

BIG BROTHERS BIG SISTERS OF CENTRAL VIRGINIA

Community Based Programs: (109 unduplicated children)

- ♦ 90% of matches had a strong relationship at the end of 6 months.
- ♦ 71% of matches had a strong relationship at the end of 12 months.
- ♦ 81% of youth surveyed showed an improvement in social competencies.
- ♦ 74% of youth surveyed showed an improvement in scholastic competencies.

Site Based Program: (18 unduplicated children)

- ♦ 81% of the matches had a strong relationship at the end of 6 months.
- ♦ 81% of youth surveyed showed an improvement in social competencies.
- ♦ 89% of youth surveyed showed an improvement in scholastic competencies.

BOY SCOUTS

Scoutreach: (640 low-income, at risk youth)

- ♦ Community organizations will enact a quality youth development where youth develop basic family values, build worth as a person, recognize successful role models, build partnerships with neighborhood organizations and respect cultural diversity.
- ♦ 13% increase in Scoutreach youth. Changes in staffing and school policies contributed to increase in participation.
- ♦ 52 Scoutreach youth earned 1 or more STEM (electronics, computers, welding, robotics, nuclear science, space exploration) related merit badges.
- ♦ 125 Scoutreach youth spent at least 30 hours on reading skills.
- ♦ 550 hours of community service performed giving youth an understanding of what it means to be a contributing member of society.

GIRL SCOUTS OF VIRGINIA SKYLINE COUNCIL

Lynchburg Community Outreach: (1,833 unduplicated individuals)

- ♦ 79 % of girls can recognize their strengths and abilities.
- ♦ 76% of girls developed healthy relationships.
- ♦ 78% of girls can identify community needs and use various ways to gain information.

JUBILEE FAMILY DEVELOPMENT CENTER

Youth Educational Support Systems: (1,912 unduplicated individuals in After-School Tutorial Program)

- ♦ 100% of students have homework reviewed in tutoring session and receive additional academic work if grades are below "C".
- ♦ 88% of 58 report cards showed an improvement of at least one letter grade since the previous semester.
- ♦ 83% of 58 report cards showed an improvement of at least one letter grade after the second nine weeks.
- ♦ 79% of 58 report cards showed an improvement of at least one letter grade after the third nine weeks.
- ♦ 90% of graduating seniors from the YES program enrolled in higher education.
- ♦ 72% (55 of 76) demonstrated knowledge of a new subject area.
- ♦ 100% of students received daily exercise. 72% of students indicate they have become more aware of physical fitness.

LYNCHBURG COMMUNITY ACTION GROUP, INC.

Head-Start: (262 unduplicated children)

- ♦ 100% (489) of students were assessed for health, educational and social needs.
- ♦ 100% (460) of enrolled families were assessed for educational and service needs.
- ♦ 100% of families were provided referrals to community service programs as needed.
- ♦ 45% (218 of 486) of parents participated in trainings, workshops and other Head Start activities.
- ♦ 100% of the school aged children have the skills to enter a public school setting.
- ♦ 31% (44 of 144) of absent biological fathers participated in workshops, trainings and other Head Start activities.

MARY BETHUNE ACADEMY

Child Care: (111 unduplicated individuals)

- ♦ Improved Star Rating in Virginia Star Quality Rated program.
- ♦ Children are prepared to enter kindergarten. Children have safe transportation to and from preschool.

- ♦ 100% of Pre-K children scored well on PALs tests and entered kindergarten with necessary age appropriate emergent literacy skills.
- ♦ 100% of eligible students using MBA transportation learned the value of safety seats.

PRESBYTERIAN HOMES & FAMILY SERVICES AND THE FAMILY ALLIANCE

AKA HUMAN KIND

Child Abuse Prevention: (87 unduplicated individuals)

- ♦ Parents completing the Parent/Child Nurturing classes will demonstrate an increased knowledge and use of positive discipline and nurturing skills which will assist them in meeting their children’s emotional, intellectual and physical needs.
- ♦ 84% (43 of 51) of parents completing both the pre and post surveys demonstrated an increase in empathic awareness of their children’s needs.
- ♦ 80% (41 of 51) of parents completing both the pre and post surveys demonstrated a decreased reliance on corporal punishment.
- ♦ 98% (50 of 51) of parents completing both the pre and post Nurturing Quiz survey improved their score.

Child Care Resource Center: (387 unduplicated individuals)

- ♦ Participants who participated in trainings reported an increase in knowledge of child development and reported a 54% decrease in licensing violations.
- ♦ 100% of participants enrolled in Child Development Associate (CDA) class increased their score on the final class exam, indicating preparedness for the credentialing exam.
- ♦ Information and referrals on child care information was provided to 34 parents who were seeking child care information.

YMCA OF CENTRAL VIRGINIA

Out of School Time Childcare: (261 unduplicated individuals)

- ♦ 77% of parents agree that programs give youth the opportunity to complete homework assignments.
- ♦ 65% of youth missed less than 5 days of school.
- ♦ 49% of youth showed improvement in Math test scores.
- ♦ 44% of youth showed improvement on Reading test scores.
- ♦ 38% of youth showed improvement on Science test scores.
- ♦ 37% of parents are knowledgeable about developmental milestones for children.
- ♦ 47% of children established healthy eating habits.

Outreach Program: (602 unduplicated individuals)

- ♦ Children have the resources needed to start school. 130 children participated in Bright Beginnings and received school supplies.
- ♦ 188 children completed and passed swimming lessons.
- ♦ 117 low income children participated in the YMCA Angel Tree program.

YWCA OF CENTRAL VIRGINIA

Ygirl Leaders: (86 unduplicated individuals)

- ♦ Young women will express a better understanding of self and think positively about themselves and their lives. 80% expressed some improvement and/or sense of confidence in leadership abilities.
- ♦ 80% of youth became more knowledgeable of community organizations and resources available to them and their families.



AMERICAN RED CROSS – HISTORIC VIRGINIA CHAPTER

Disaster Services: (580 unduplicated individuals)

- ♦ 265 individuals received vouchers for a hotel stay when they had no place to go as well as vouchers for purchasing food and clothing following the loss of their home due to fire or other incident..
- ♦ 97% of the disaster victims who responded to the survey said the chapter was very good or excellent at fulfilling the victim’s most immediate needs.
- ♦ 26 preparedness training reaching 2,174 individuals.
- ♦ Red Cross has increased response capacity due to disaster volunteer recruitment and training. 36 new volunteers were recruited and trained.

Services to the Armed Forces: (368 unduplicated individuals)

- ♦ 98% of individuals completing the survey reported that emergency communications were delivered in a timely manner.
- ♦ 93% of families who received assistance for financial needs reported they felt a reduction in stress and their family dealt with their crisis more effectively because of the assistance provided by Red Cross.

CENTRAL VIRGINIA ALLIANCE FOR COMMUNITY LIVING **Formerly CENTRAL VIRGINIA AREA AGENCY ON AGING (CVAAG)**

Assisted Transportation: (108 unduplicated individuals)

- ♦ 93% of individuals attended healthcare appointments.
- ♦ 92% of individuals received transportation to dialysis.
- ♦ 98% of individuals had access to critical medications.
- ♦ 86% of individuals had access to grocery stores.
- ♦ 97% of individuals still in their own homes at their one year assessment or until death.

Congregate Meals: (53 unduplicated individuals)

- ♦ 98% of individuals socialize and connect with peers.
- ♦ 98% of individuals participated in health screenings and educational programs.
- ♦ 80% of individuals participated in physical exercises and activities thus experiencing increased mobility.
- ♦ 90% of individuals remain independent and in the home.

Meals on Wheels for Seniors: (102 unduplicated individuals)

- ♦ 98% of homebound individuals receive hot meals 3-5 times weekly.
- ♦ 90% of rural individuals receive up to 20 meals per month.
- ♦ 100% of individuals receive regular health and resource information.
- ♦ 98% of individuals are connected to targeted additional supportive services.
- ♦ 85% of individuals have improved nutritional scores.
- ♦ 10% of individuals transition to independent meal preparation.

LYNCHBURG COMMUNITY ACTION GROUP, INC.

Child Care: (27 unduplicated individuals)

- ♦ Vouchers are provided to Smart Beginnings Virginia Star Quality Initiative rated programs. This voucher is for parents who are working, pursuing an educational opportunity or enrolled in job training activities and need daycare services for their children. These individuals do not meet all the eligibility

requirements of local Social Service offices or if DSS has expended all of the money for the program. The voucher is for 4-6 weeks of past due or current fees.

Family Living Center: (24 unduplicated individuals)

- ♦ 100% (6 of 6) individuals who exited the program moved into permanent/affordable housing.
- ♦ 100% (6 of 6) individuals who exited the program were employed.

The Gateway Program: (18 unduplicated individuals)

- ♦ 94% remained in the program and in recovery for 30 days.
- ♦ 100% (13 of 13) individuals in the long term phase of the program got their credit reports.
- ♦ 92% (12 of 13) individuals in the long term phase of the program opened bank accounts and began to save money.
- ♦ 50% of individuals completed a budget.

Hand Up Lodge: (117 unduplicated individuals)

- ♦ 98% of individuals had access to supportive services including food stamps, health care and case management.
- ♦ 90% of individuals gained full or part time employment.

Virginia Cares: (204 unduplicated individuals)

- ♦ Participants are able to find temporary housing through shelters and rooming houses with the help of a caseworker.
- ♦ 62% of individuals received hygiene kits.
- ♦ 18% (56 of 305) of individuals gained employment.
- ♦ 18 % of individuals received proper identification cards.
- ♦ 12% individuals visited a Doctor. These individuals are waiting on Medicaid from Social Services.

LYNCHBURG SHELTERED INDUSTRIES

Sheltered Employment: (39 unduplicated individuals)

- ♦ 39 individuals received job training and employment at a facility for people with disabilities and disadvantages.
- ♦ 92% of individuals achieved a 94% or better attendance rate.
- ♦ 86% of individuals worked a minimum of three jobs in order to develop and maintain different job skills and expand their capabilities.

MEALS ON WHEELS

Home Delivered Meals: (29 unduplicated individuals)

- ♦ 98% of eligible and qualifying homebound recipients received nutritional meal within 10 business days of the application.
- ♦ 100% of participants who have special health issues received extra nutritional supplements when requested by a health professional.
- ♦ 84% of the elderly recipients remain in their home for 90 days after beginning the service.
- ♦ 76% of the elderly recipients remain in their home for 180 days after beginning the service.

PRESBYTERIAN HOMES & FAMILY SERVICES AND THE FAMILY ALLIANCE
AKA HUMAN KIND

Ways to Work: (817 unduplicated individuals)

- ♦ 141 of 160 applications received and processed were approved by the loan committee.
- ♦ 76% (78 of 103) of surveyed clients receiving new loans during 2013 had fewer absences and instances of tardiness.

- ◆ Clients have improved access to credit and take steps toward economic self-sufficiency. 140 loans were approved totaling \$560,974.
- ◆ 83% (85 of 103) of surveyed clients receiving new loans during 2013 reported stabilization or an increase in income.
- ◆ 99% (102 of 103) of surveyed clients receiving a Ways to Work loan reported their quality of life and personal expectations improved.

REBUILDING TOGETHER – LYNCHBURG

Home Repair: (121 unduplicated individuals)

- ◆ 87% (13 of 15) of individuals requesting a ramp had one built and installed.
- ◆ 100% (15 of 15) of individuals requesting a grab bar/hand rail had one installed.
- ◆ 6 homes had electrical wiring repaired and/or replaced.
- ◆ 19 homes had plumbing repaired and/or replaced.
- ◆ 7 homes had doors and/or windows repaired or replaced.

THE SALVATION ARMY

Center of Hope Emergency Shelter: (409 unduplicated individuals)

- ◆ 525 men, 135 women and 152 children were provided shelter.
- ◆ 80 men, women and children were housed 61 days or longer.
- ◆ Adult residents attend an average of 9 life skill class sessions following six and eight week curriculums 6,300 total class attendance.
- ◆ 4,804 referrals given for community resources for jobs, counseling, health care, mental health care, etc.

Community Feeding Program: (1,830 unduplicated individuals)

- ◆ 36,313 meals served so men, women and children are not hungry or malnourished.
- ◆ 152 meals served to seniors.
- ◆ 30 individuals participated in classes to learn how to use coupons to stretch their money further.

Family Services: (3,559 unduplicated individuals)

- ◆ 3,310 individuals received financial assistance to prevent loss of utility service.
- ◆ 92% of these individuals did not seek additional assistance for utilities.
- ◆ 602 individuals assisted with Eviction Notices and First month's rent payments.
- ◆ 96% of these individuals did not seek additional rent assistance.
- ◆ 1,497 individuals received clothing items.
- ◆ 993 individuals received food assistance.

VIRGINIA LEGAL AID SOCIETY

Housing Improvement and Preservation (HIP): (472 unduplicated individuals)

- ◆ VLAS recovered \$84,564 for Central Virginia clients in the HIP program and protected them from \$32,896 in unjust claims.
- ◆ 100% (8 of 8 cases, 17 people helped) benefited from improved housing conditions.
- ◆ 100% (20 of 20 cases; 64 people) avoided or ended homelessness.
- ◆ 96% (188 of 195 cases; 463 people) gained knowledge about their legal rights regarding housing issues.

YWCA OF CENTRAL VIRGINIA

Residence (Permanent Housing): (13 unduplicated individuals)

- ◆ 12 eligible low-income women lived at the YWCA for a total of 3,971 bed nights.
- ◆ 90% of the women paid rent on time.

- ♦ 100 % of the women received assistance from produce to toiletries to cleaning supplies.
- ♦ 10 women moved into other permanent housing.

Transitional Housing: (3 unduplicated individuals)

- ♦ 12 eligible women have a transitional shelter for a total of 1,571 bed nights.
- ♦ 100 % of residents received assistance with food, clothing and toiletries.
- ♦ 100% of the women remained safe from violence and harassment.



ADULT CARE CENTER OF CENTRAL VIRGINIA

Adult Day Care: (80 unduplicated individuals who include family caregivers and 36 participants)

- ♦ 100% of participants had vital signs read monthly.
- ♦ 100% of caregivers who responded to survey reported confidence that health issues were addressed.
- ♦ 86% of participants received scheduled health services.
- ♦ 100% of caregivers reported family member experiences safety and security while in program.
- ♦ 91% of participants were able to remain in the program over 6 months.
- ♦ 100% of caregivers experienced relief and decreased stress.
- ♦ 92% of caregivers would have to stop working or limit activities if family member was not in program.

AMERICAN RED CROSS – HISTORIC VIRGINIA CHAPTER

Volunteer Services: (2,175 unduplicated individuals)

- ♦ 333 blood drives, 10,782 donors, 9,273 productive units of blood.
- ♦ 100% of the 333 blood drives in 2013 were fully staffed with volunteers.

THE ARC OF CENTRAL VIRGINIA

Day Support Program: (30 unduplicated individuals)

- ♦ 89% of individuals increased or maintained daily living skills as reported by staff.
- ♦ 91% of individuals increased or maintained daily living skills as reported by parents/caregivers.
- ♦ 89% of individuals increased or maintained independent living skills as reported by staff.
- ♦ 91% of individuals increased or maintained independent living skills as reported by parents/caregivers.
- ♦ 86% of individuals improved or maintained overall health as reported by staff.

CASA OF CENTRAL VIRGINIA

Court Appointed Special Advocates: (110 unduplicated individuals assigned to CASA volunteer)

- ♦ 557 children were appointed a CASA volunteer by Judges. CASA volunteers are assigned to the most serious abuse and neglect cases.
- ♦ 36 volunteers were recruited and 20 completed the process.
- ♦ 100% of court reports were filed in a timely fashion prior to each court hearing.
- ♦ 94% of children had a Permanency Plan within 11 months.
- ♦ 99% of the CASA children remained physically and emotionally safe while awaiting permanency.
- ♦ 82% of CASA volunteer recommendations were accepted into court orders. 14% still under consideration and 4% were rejected.

FREE CLINIC OF CENTRAL VIRGINIA

Dental Services: (2,047 unduplicated individuals)

- ♦ 6,219 patient visits
- ♦ 9,738 restorations
- ♦ 5,986 extractions
- ♦ 1,213 dental hygiene treatments
- ♦ 93 root canals
- ♦ 48 crowns
- ♦ 15 dentures

Medical Services: (1,979 unduplicated individuals)

- ♦ General medical and specialty care are provided at the same clinic site.
- ♦ Increase in people applying for specialty services.
- ♦ 120 women ages 40-60 received Mammogram Education and free Mammograms.

Pharmaceutical Services: (1,850 unduplicated individuals)

- ♦ 14,441 prescriptions filled at Free Clinic.

MENTAL HEALTH AMERICA OF CENTRAL VIRGINIA

Couples and Kids Counseling Center: (98 unduplicated individuals)

- ♦ 100% of participants referred received assessments and 72% were scheduled with appointments.
- ♦ 100% of individuals have improved in symptoms and presenting problems.

Education Evaluation and Advocacy: (675 unduplicated individuals)

- ♦ 355 individuals attended targeted educational presentations with 87% reporting an increase in subject matter.
- ♦ 70 mental health professionals received training.
- ♦ 100% of individuals experiencing psychiatric symptoms are referred for further evaluation.

Maintaining Healthy Minds: (167 unduplicated individuals)

- ♦ 50% of participants reported an increase in knowledge of depression and anxiety symptoms.
- ♦ 20 participants reported feeling less isolated and greater sense of well being during phone calls to assess physical and emotional well-being.
- ♦ 16 older adults received in-home counseling sessions to address signs and symptoms of depression and anxiety.

Mental Health Support Services: (251 unduplicated individuals)

- ♦ Individuals identify and work on personal recovery goals.
- ♦ Individuals learn and practice stress management skills.
- ♦ Individuals experience less isolation and improved overall quality of life.

Suicide Education and Prevention: (716 unduplicated individuals)

- ♦ 90% (378 of 420) participants in trainings reported an increase in knowledge of suicide prevention techniques.
- ♦ 93% (390 of 420) participants demonstrated increased knowledge and skills.

PRESBYTERIAN HOMES & FAMILY SERVICES AND THE FAMILY ALLIANCE AKA HUMAN KIND

The Counseling Center: (188 unduplicated individuals)

- ♦ 78.3% (1,493 of 1,907) appointments scheduled by clients were completed.

- ♦ 98.8% couples understood the importance of keeping children out of the middle of their marital or relationship problems and developed strategies for working together as parents despite the fact they are separating or divorcing.
- ♦ 100% (21 of 21) participants in Anger Management groups demonstrated an increase in knowledge and coping strategies in dealing with anger control issues.

Healthy Families: (235 unduplicated individuals)

- ♦ 93% (13 of 14 prenatal enrollees) received prenatal care visits as recommended by the schedule presented by the American College of Obstetrics and Gynecology.
- ♦ 86% (12 of 14 babies born to prenatal enrollees) weighed at least 2500 grams.
- ♦ 94% (67 of 71 target children) were screened at least annually for developmental delays.
- ♦ 100% (3 of 36 target children) with suspected developmental delays who were referred for early intervention services were monitored to determine the outcome of the referral for services.

YWCA OF CENTRAL VIRGINIA

Domestic Violence Prevention Center (DVPC): (3,769 unduplicated individuals)

- ♦ 202 women and children and 2 men were sheltered by DVPC in 2013 for 6,101 nights.
- ♦ Responded to 4,387 hotline calls.
- ♦ 827 victims of domestic violence were served via a court advocate.
- ♦ 85% of women shelter residents demonstrated an increased knowledge of domestic violence after participating in group activities.
- ♦ 85% of women shelter residents learned preventive measures for safety after participating in group activities.
- ♦ 60% of children, residing at the shelter, showed increased understanding of domestic violence and improved self esteem.
- ♦ 70% of the female victims were able to advocate for themselves in regards to housing, medical, criminal justice and jobs.
- ♦ 16 women returned to the shelter more than once in 2013.
- ♦ 27 children and parents had 78 safe visits with their non-custodial parents and grandparents.

Sexual Assault Response Program: (207 unduplicated individuals)

- ♦ 100% of clients returning surveys indicated that the SARP services helped reduce stress and anxiety for the primary victim.
- ♦ 123 clients were provided with court accompaniment services.
- ♦ 40% of survivors served were in counseling or referred to SARP Community Support Group.
- ♦ 459 victims received a referral and/or assistance with Criminal Injuries Compensation Fund (CICF). This fund will cover the cost of ER exam.
- ♦ 123 victims whose cases that went forward were advised the CICF would reimburse for expenses such as counseling, prescriptions, mileage, etc.