

# Self Sufficiency Case Management Services

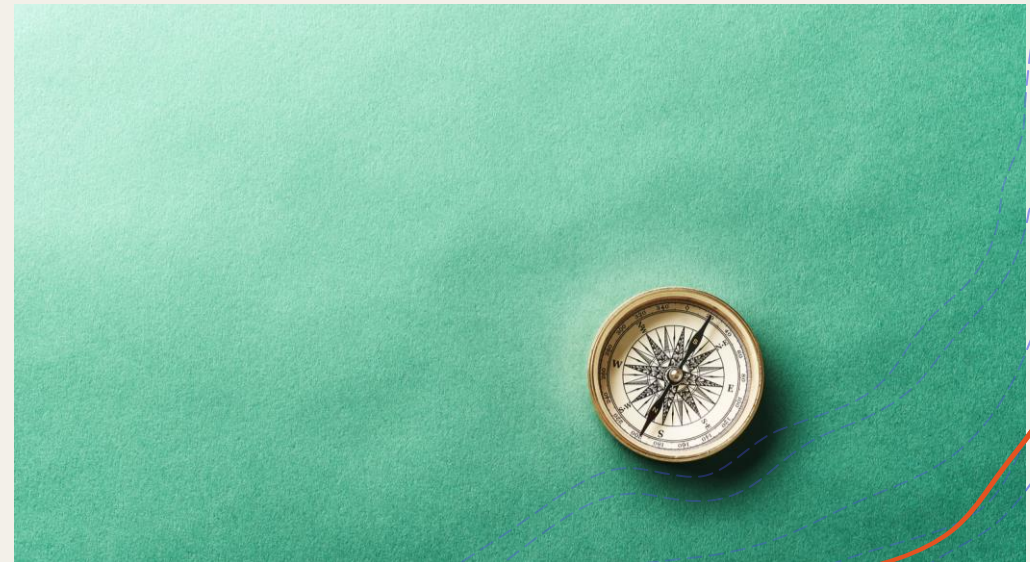
Neighborhood Services Unit

Jill Smith, LMSW



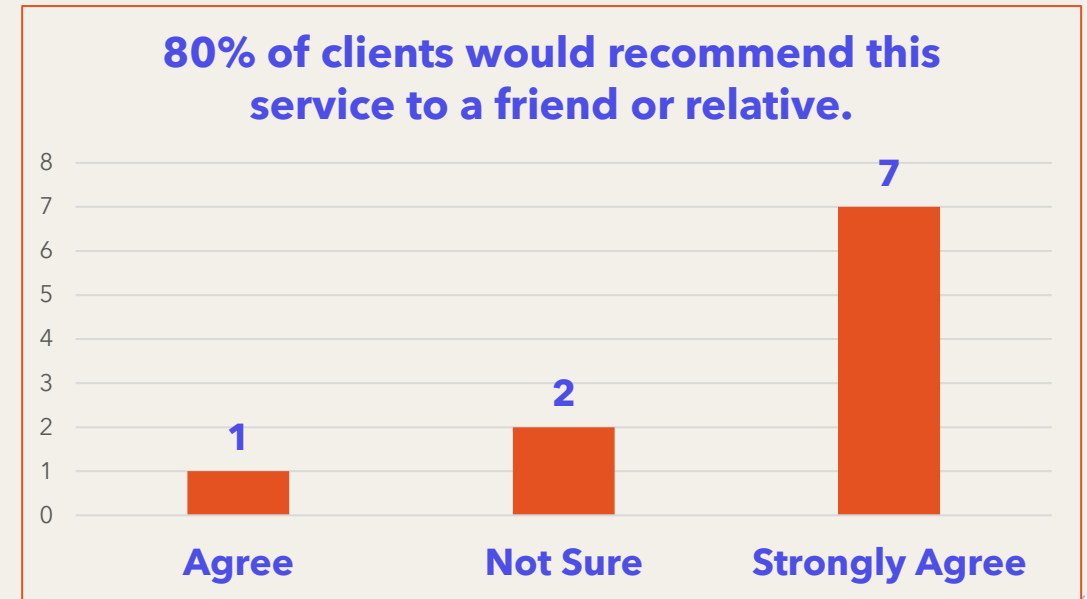
# Self Sufficiency Services CY 2025

- + 75 households served (thru 06/30)
- + 17 people in 12 households transitioned out of poverty by providing 3 months of income documentation
- + 42 household assisted to reduce/eliminate income barriers with financial assistance

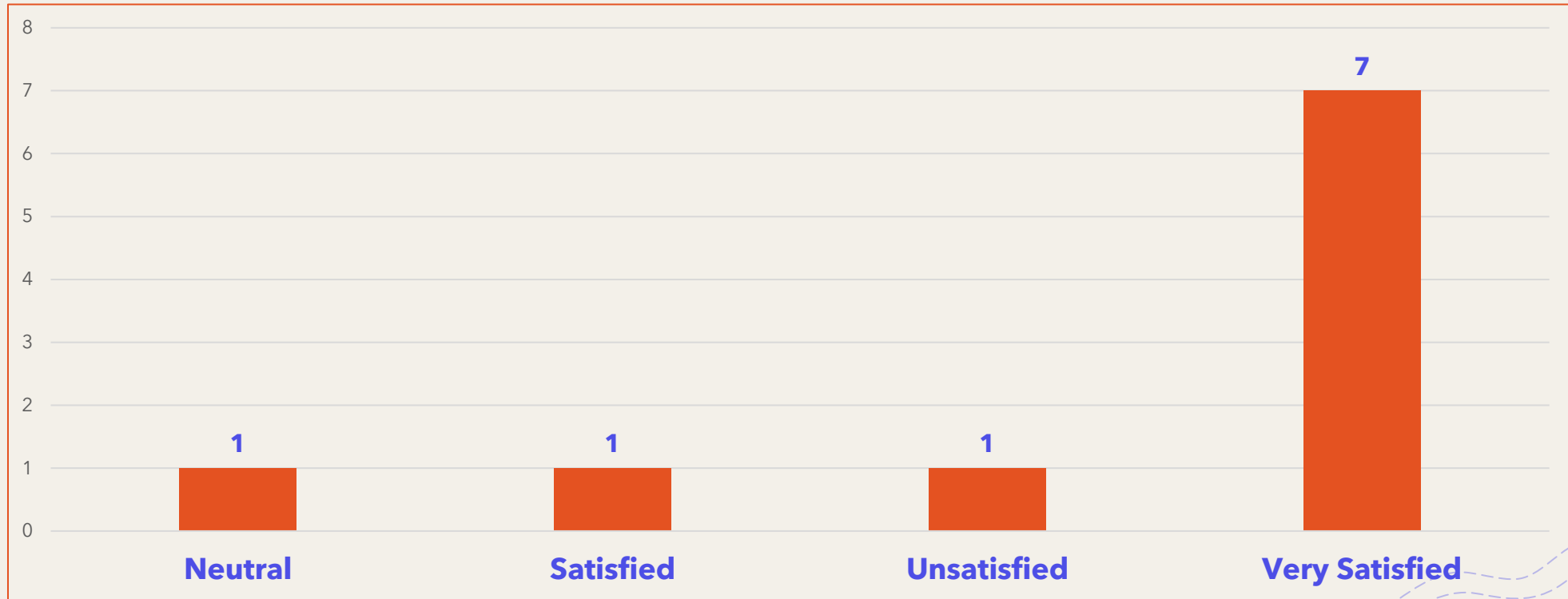


# Satisfaction Survey

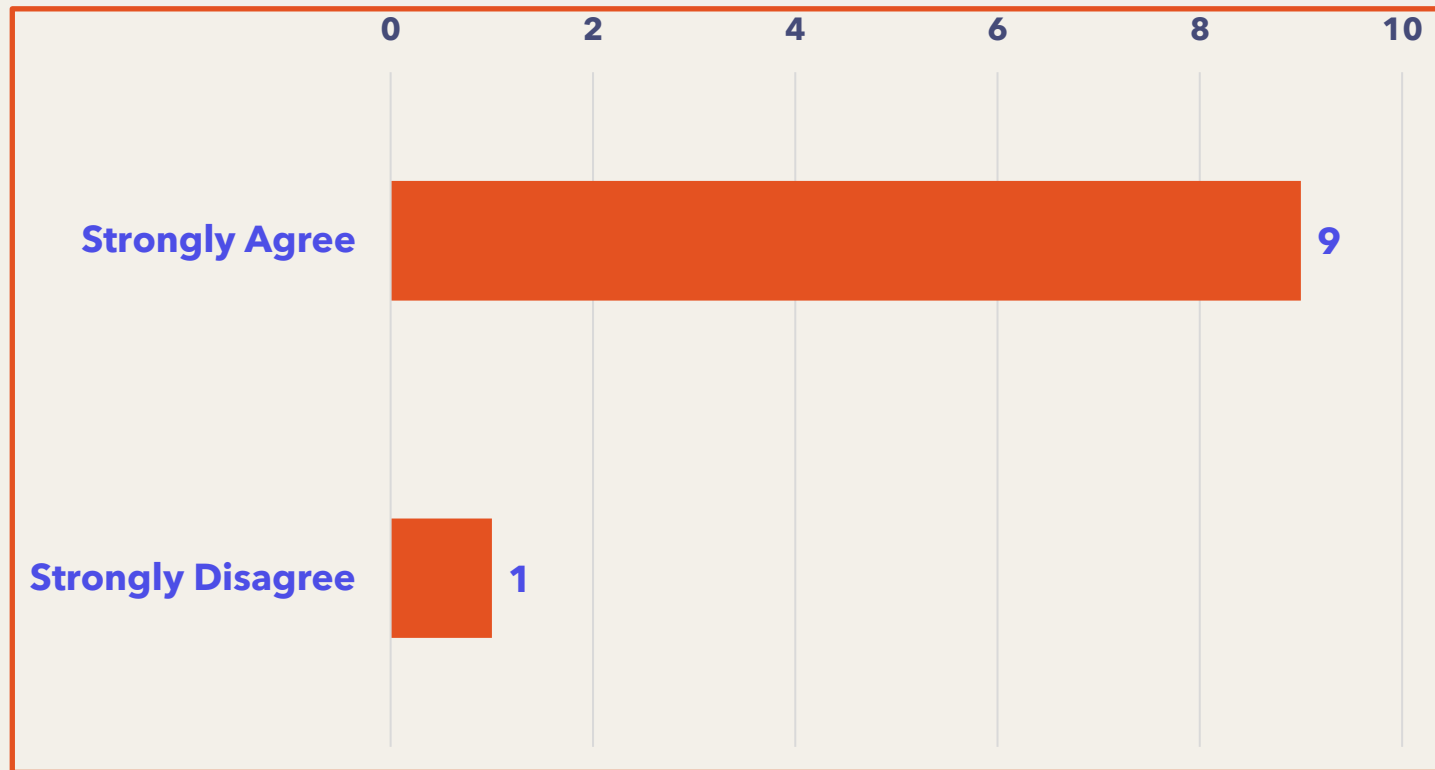
- + In July, e-mails were sent to 79 client e-mail addresses.
- + 10 or 13% of clients e-mailed responded.
- + 80% would recommend the program to a friend or relative



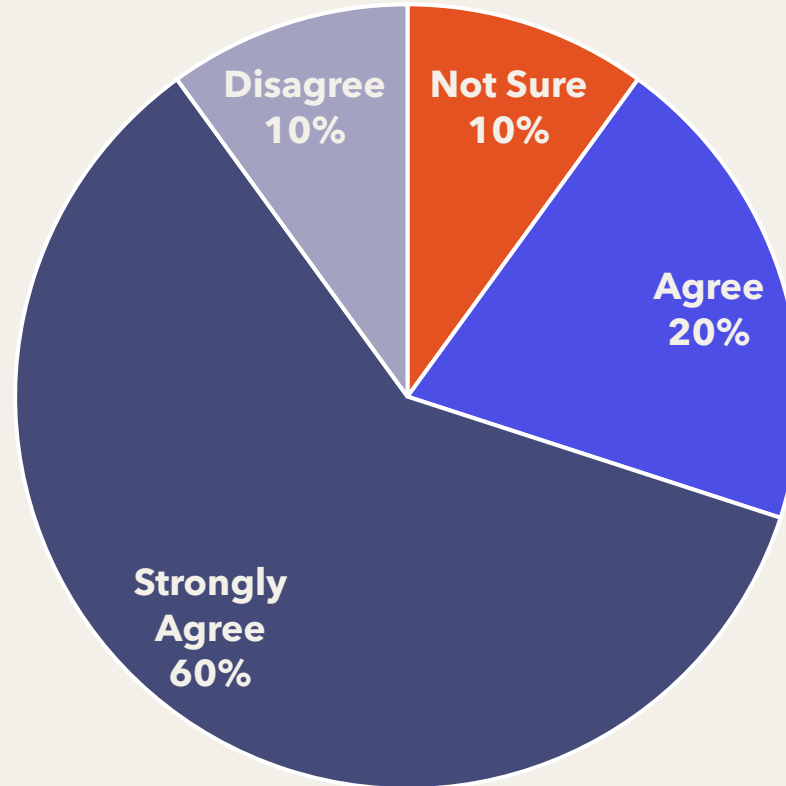
# 80% of clients report being satisfied with the Self-Sufficiency program.



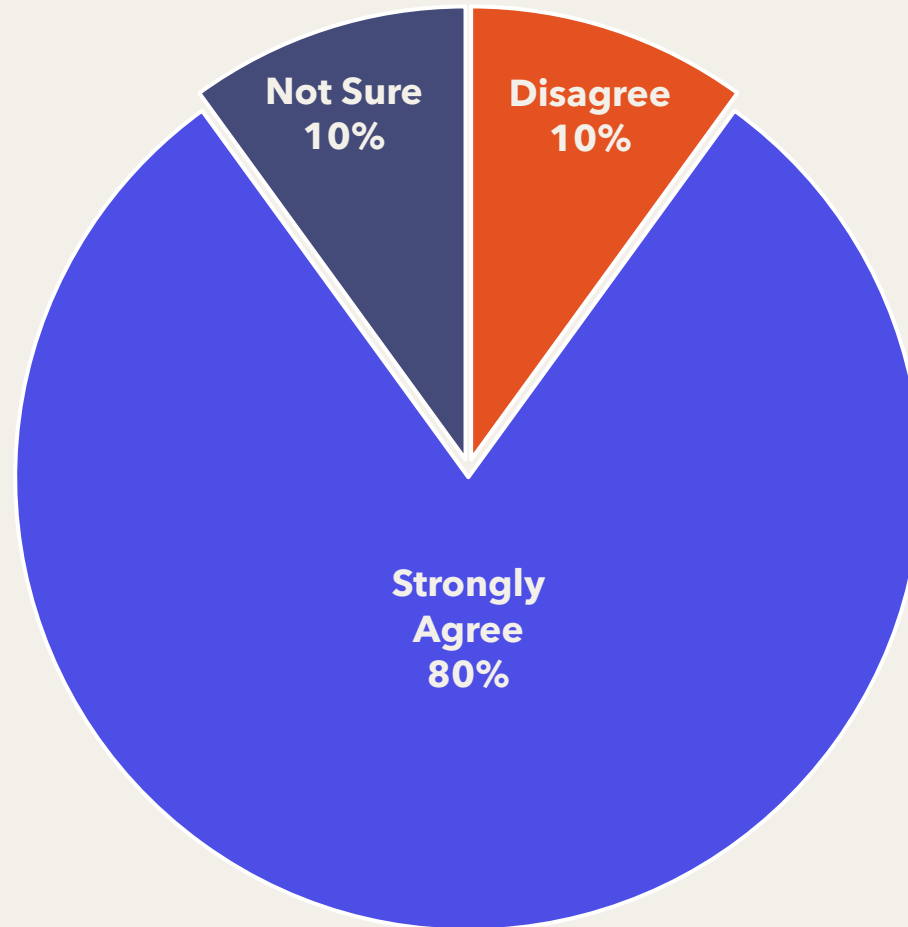
# 90% of clients agreed their case manager was easy to contact.



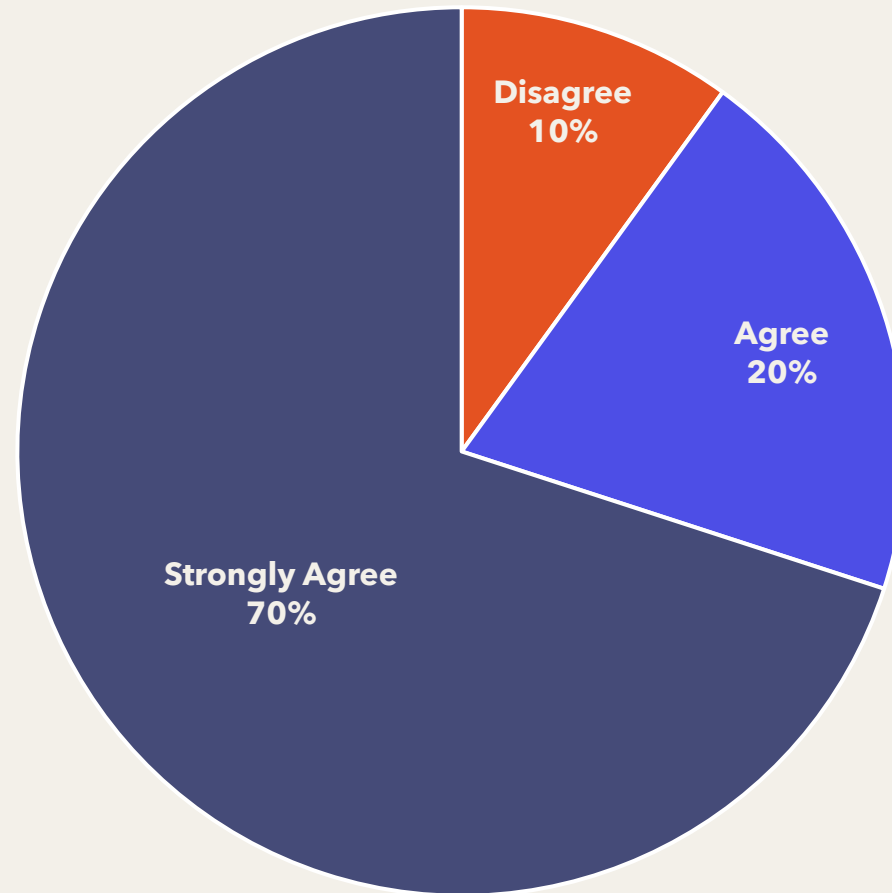
# 80% of clients agree their case manager helped them find services (e.g., jobs, healthcare, supports, etc.)



# 80% of clients agree their case manager cared about and listened to their needs.



# 85% of clients report case management has made them more self-sufficient



# When asked what additional services would be helpful, clients said...

## Positive Experience

- + "I facing an eviction. No rental assistance around much. The City been a blessing they helped me."
- + I got denied for my food stamp renewal. I know I qualify again. But I have had to wait for my appointment with Community foundation center. For the last month I have been struggling getting food. I've utilized the food pantries in my area, but they are exhausted now. That's all. Stefan has been great overall!

## Additional Needs

- + "Educational or job placement services and childcare services and/or resources"
- + "Job search help/resources"
- + "Rent Assistance"
- + "Other community services"
- + "Not at the moment"
- + "Not sure?"
- + "None"
- + "N/A"

# What would you change about the Case Management Program?

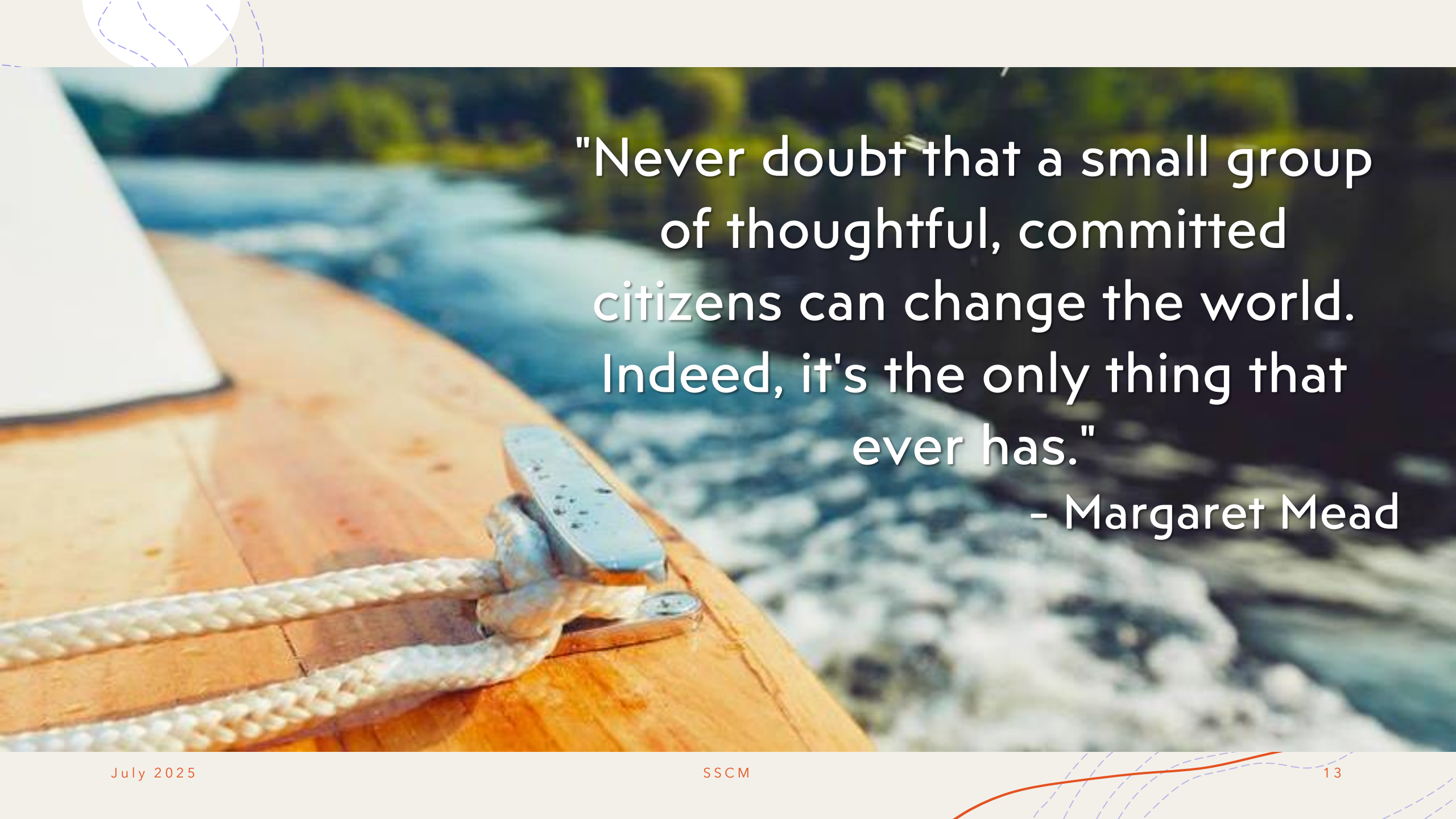
- + "Nothing, I understand resources are limited my case manager was very helpful and responsive.."
- + "Nothing!! She is excellent for the compassion she possesses! 🥰😊😊"
- + "Better case management and being able to get help quickly"
- + "Additional gift cards for food."
- + "Longer Hours"
- + "Help people find Jobs"
- + "Nothing" (3 clients said this)
- + "N/A"

# Any additional comments?

- + "Just want to give a special thanks to John Gayton, he was very prompt in getting me the support I needed when I felt like I was out of options and made me feel like a human."
- + "Ms. Dana Nielsen is an excellent case manager and overall very nice compassionate person always being helpful. Thank You Ms. Dana for helping me GROW!"
- + "She goes the extra mile to help. As far me she she deserve recognition an reward for her service!! 🍷👍🥰❤️n"
- + Thank you guys for changing my life"
- + "Need better case management "
- + "None"
- + "No" (2 clients said this)
- + "N/A" (2 clients said this)

# Questions?





"Never doubt that a small group  
of thoughtful, committed  
citizens can change the world.  
Indeed, it's the only thing that  
ever has."

- Margaret Mead