

# Arlington Urban Ministries

## 6-Month Client Outcomes & Feedback Summary (January 1 – June 30, 2025)

To better understand community needs and evaluate the impact of our services, we conduct a feedback survey every six months. The following reflects results from the most recent survey period.



### Types of Assistance Received

Utility Only – 98%  
Rent Only – 25%  
Rent & Utility – 23%  
Other (misc. services) – 2%

### Utility Assistance Impact

95% remain connected to utilities  
64% can pay upcoming bills

### Rental Assistance Outcomes

Applied for Rent Assistance – 91%  
Still at Same Residence – 59%  
Currently Able to Afford Rent – 25%

### Financial Challenges:

40% employment issues  
40% health concerns  
20% rising bills



### Enrichment Classes Participation

Enrichment classes are required to receive assistance and cover topics like financial literacy, stress management, and life skills to support daily challenges.

Life Skills – 39%  
Financial Literacy – 30%  
Online Financial Literacy – 26%  
Job Readiness (Goodwill Works) – 3%  
One-on-One Counseling – 2%

75% found classes “excellent and beneficial.”



### Demographics

#### Age Breakdown

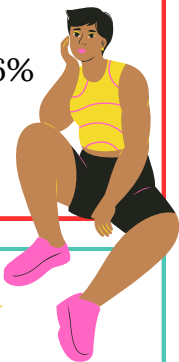
Age 18-24: 3%	Age 46-55: 20%
Age 25-35: 22%	Age 56-65: 16%
Age 36-45: 30%	Age 65+: 9%

#### Gender

Female: 90%	Male: 11%
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#### Marital Status

Single: 57%	Separated: 6%
Divorced: 20%	Other: 6%
Married: 11%	



### Testimonials ★ ★ ★ ★ ★

First, I would like to say thank you for your generosity. My father passed away, which took me away from my job physically and mentally. It wasn't easy dealing with his death, as it was unexpected. Not being able to meet all of my family's needs was hard. When I reached out for help, I received more than just my light bill being paid. I was able to meet some amazing people that I'm able to talk to, knowing that I'm not alone with what I'm going through. Once again, I would say thank you, and I, too, will be able to pour into the community as you poured into me.

AUM paid my passed due electricity bill. After having no where to receive help from they reached out to me & I'm forever thankful. Just because of that one time payment. I was able to catch back up with all my bills.

