

Arlington Urban Ministries

6-Month Follow-up Survey

Results obtained from clients who received
assistance from January 1st 2024 - June 30th 2024



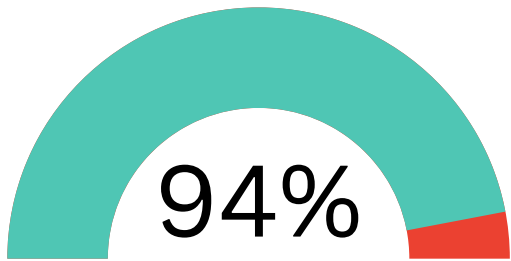
Survey Details

Every 6 months, AUM emails a survey to clients who received assistance within the previous 6 months. The survey during this 6 month period contained 25 questions ranging from how effective assistance was to their situation, satisfaction of services and whether or not clients were still struggling financially.

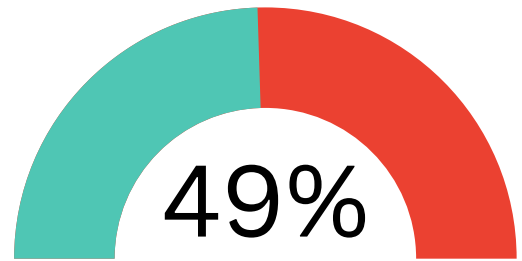
We sent our survey to over 300 clients and received 58 responses. The following information is based on our client's responses.



OVERALL RESULTS



94% of clients stated the financial assistance they received helped improve their immediate situation.



49% of our clients stated that their present household income covers their bills most months.

Utility assistance is available once a year to returning clients, while rental assistance is offered once every two years. The amount we're able to help with varies by circumstance.

Clients who are currently working and/or have children in the Arlington Independent School District are eligible for other funding resources in addition to our base funds.

Repeat clients are also required to attend up to 5 of the Enrichment Classes offered. This includes a financial class, a life skills class and/or a job resource class.

Our classes were designed to bring focus to some of the underlying factors of financial struggles ranging from spending habits to mental health. Although financial hardships are often due to income limitations, our goal is to provide tools that help chisel away at some of the other burdens brought on by emotional/mental health and poor spending practices.

UTILITY ASSISTANCE

Utility assistance is our largest program. AUM offers help with electric, gas and water bills.

Partnerships with TXU Energy, Ambit, Reliant, Atmos, Cirro, Direct Energy, Greet Mountain Energy, and the City of Arlington's Care & Share program as well as Arlington Urban Ministries' funds allow us to prevent disconnection for hundreds of Arlington residents each year.

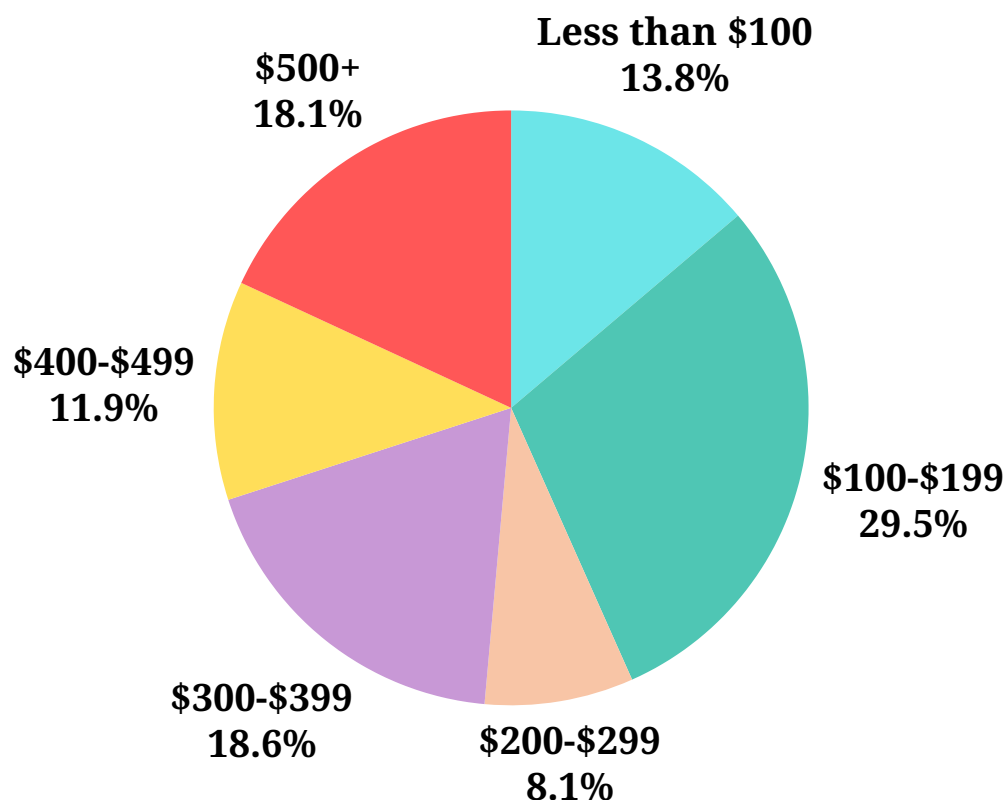
Other Assistance

16.4% (i.e. rental, car repairs, etc).



Utility Assistance
83.6%

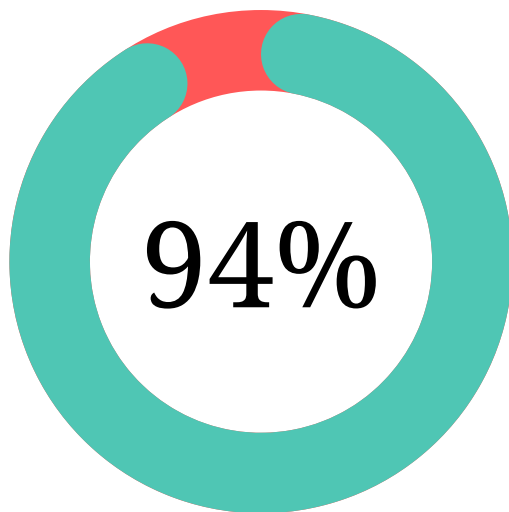
The graph below is a breakdown of costs across all utility bills and services (Jan 1st - June 30th).



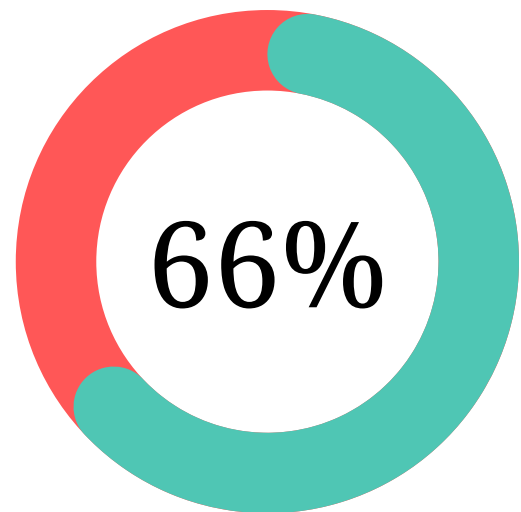
UTILITY FOLLOW-UP

We asked our clients if their utilities were still connected, if they were able to pay their current bill(s), and if not, if they could share what the main barrier was to paying their bills. This information helps us in our continued search for connecting clients to resources, other funding opportunities and future enrichment class opportunities.

Clients with utilities still connected.



Clients who are currently able to pay their bills.



Here are some of the responses we received from clients unable to pay their current utility bills:

I had surgery and still off of work recovering.

I don't make enough.

Rent is too high.

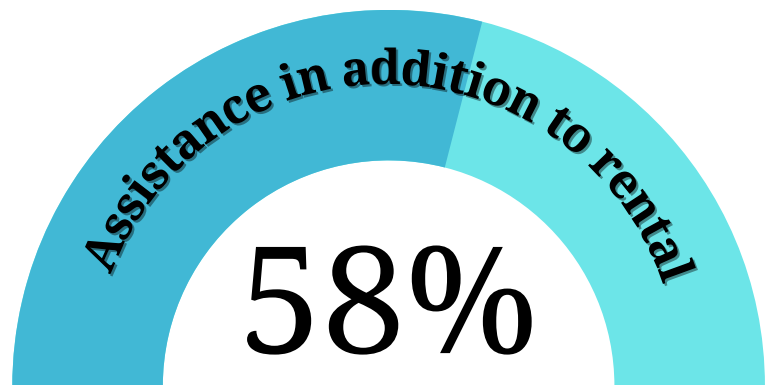
I am not able to pay my utilities or rent or anything. I have lost my job since getting help from Urban Ministries

RENTAL ASSISTANCE



Nearly 30% of clients responded that they received rental assistance from us. Although we do have a base limit for rent payments, like our utility program, we have additional funding for working individuals or with children in A.I.S.D.

Clients who apply for help with rent can also apply for utility assistance, car repair, counseling or prescription assistance. 58% of rental applicants also received some type of assistance in addition to their rental requests.



Our goal is to ensure that each client who receives help is able to start fresh the next month. This provides them with some breathing room to save money, search for a new job, find childcare or potentially overcome whatever obstacles caused them to fall short on rent. Our hope is that with our assistance, they are able to find solid ground again and move forward without the fear of eviction looming over them.

RENTAL FOLLOW-UP

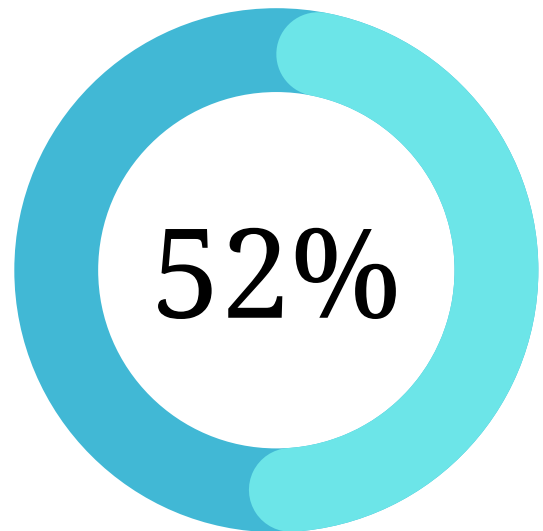


When asked if they were still living at the same residence as when they applied for rental assistance, 100% of our clients responded, “yes”.

For everyone involved, this is the best case scenario. This is our goal each time we assist someone.

52% of applicants that received rental assistance stated that they are currently able to pay their rent.

In order to better understand how to help clients long term, we asked those who are currently struggling to pay rent what their main hurdle was.



Below are some of the responses we received.

Loss of job due to childcare.

I'm receiving unemployment, but it's not enough to pay my rent and bills.

Went from two household incomes to one due to divorce.

I've had 2 heart attacks and off of work.

CAR REPAIRS



5% of the clients who responded to our survey stated that they received auto assistance from us. Car repairs are typically provided in addition to other services. During the intake process, it may be brought up to the case manager that a client struggles with reliable transportation due to repairs needed, like an old battery, worn tires, outdated registration and various other issues. We work closely with a local mechanic and offer up to \$1000 in repairs per client.

We asked our clients how they were most impacted by receiving automotive assistance, below are some of the responses given.



This helped me get to work!

I just needed an oil change.
Thank you!

Helped me get food
from the food pantry.

ENRICHMENT CLASSES



As mentioned before, our enrichment classes were designed to bring focus to some of the underlying factors of financial struggles ranging from spending habits to mental health.

Clients who receive assistance are required to attend an enrichment class. Repeat clients are required to attend up to 5 classes (based on their circumstances). Classes remain open for anyone to attend, even after they've completed the program.

LIFE SKILLS

We understand that mental and emotional stress can be major factors in the well-being of our clients; this weekly class provides a comfortable and confidential space to discuss personal issues and addresses ways to manage stress, anxiety and depression.

FINANCIAL LITERACY

This bi-weekly class covers a variety of financial tips/practices including spending habits, savings and credit management. The class advisors open the floor to answer questions from clients regarding their own financial burdens.



EMPLOYMENT READINESS

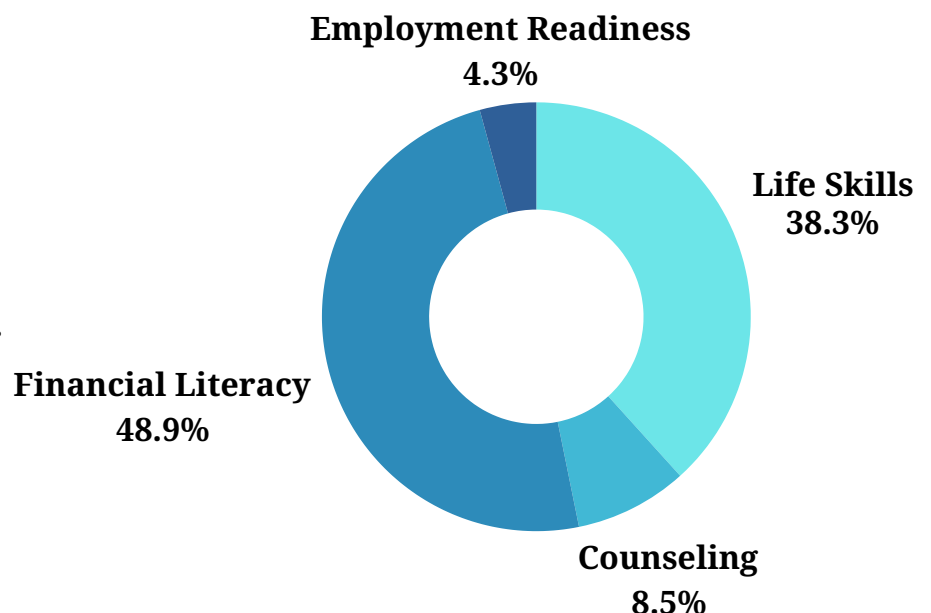


Our Employment Readiness is offered bi-weekly and is available to clients who are currently unemployed, already working with Workforce Solutions, or simply looking for another job. Like Life Skills and Financial Literacy, the class has open attendance, and at times have had family members of clients attend in order to look for work.

Additionally, we offer one-on-one counseling to clients in extreme situations like domestic violence, recent loss of a loved one or someone who has experience severe trauma. This is a service provided due to circumstances.

ATTENDANCE

To the right is a breakdown of classes attended. This graph does not consider individuals who attended two different classes. Our highest attended in-person class is Life Skills, however, we offer an online option for our Financial Literacy class which makes it popular for clients who have children, work odd hours, struggle to get around due to medical issues as well as other schedule conflicts.



ADDITIONAL RESOURCES

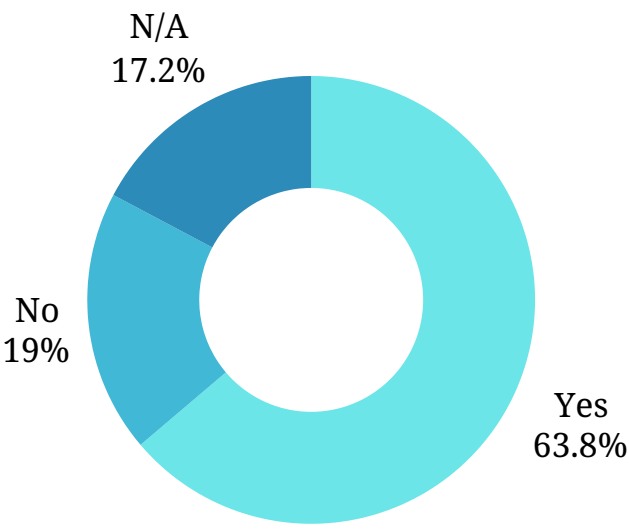
It's not uncommon for one of our case managers to come across a problem we are unable to assist with.

When this happens, we will often provide our clients with resources outside of our organization and send referrals if we're able to. Not all clients are provided with resources as not all clients require them.

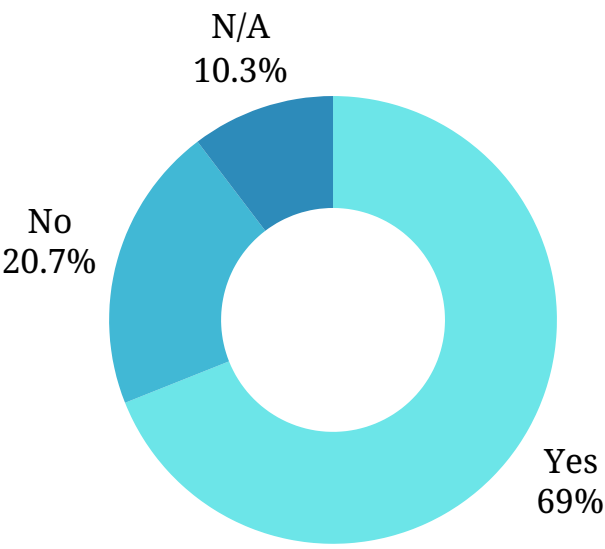


We wanted to follow-up with those who received information about other organizations to ensure that our clients were/are using community resources available to avoid further financial pitfalls.

Did you receive resources?



Did you use the resources provided?



OVERALL SATISFACTION

Like anywhere, our goal is to have a 100% satisfaction rate of all clients, but we understand that 100% is difficult to achieve. We asked our clients a series of questions about their experience with AUM and gave them the option to expand on their overall satisfaction/dissatisfaction with our organization.



As we move forward and our organization continues to grow, we hope to gain more insight through the experiences of those who receive services from us. We only received one unfavorable response from this survey in which the client cited a misunderstanding that was immediately corrected, and also mentioned that their case manager was very apologetic.



How satisfied were you overall with the services you received?

Overall Satisfied

93%

Did the staff make you feel seen and encouraged?

Yes

93%



TESTIMONIALS



It was my first time needing immediate help and I didn't know where to go because so many people/organizations were turning me down. I almost gave up until I reached out to Arlington Urban Ministries, they helped me with no problems whatsoever. I am so thankful for them.

I'm currently disabled and waiting for Social Security my son and I were going to be disconnected from our electricity company Green Mountain and you guys came through and helped us thank you so much, my son and I truly appreciate you guys. God bless.



I feel truly blessed that this organization exists and is available. Living paycheck to paycheck is challenging and it is easy to fall behind and become homeless or risk getting a disconnect notice. I greatly appreciate the staff, informative classes and assistance. Thank you Urban Ministries.

My wife and I were legally separated and lived apart but we were still best friends. I say "were" because she recently passed away. However, AUM helped me with my electric bill and helped my wife with her rent and electric. AUM has also helped us with food and clothing. Not only did I, rather we, appreciate AUM's financial support, they are always very polite and caring folks. They even offer to pray with you if you wish. They are truly God's helpers.



Arlington urban ministries is always standing out and have the communities back. They bring together resources, city council, education on Finance, and other programs that can connect you like the Workforce. The people there are understanding and are willing to help anybody and any type of financial situation. I just want to say thank you.