

## Attachment A: Program Outcome Information

### Agency Mission and Description:

To gather and share groceries and fresh foods with our neighbors in need.

The Chattanooga Area Food Bank (CAFB) operates a variety of food distribution programs that helped to deliver more than 8 million meals last year across a 20 county service area in southeast Tennessee and northwest Georgia. Food is procured through bulk purchasing made possible by generous donations, as well as through food drives and major food donations from manufacturing and retail businesses. Food is distributed to the hungry through a network of approximately 380 member nonprofits and churches that comprise the Food Bank network.

### Program Goal:

To successfully evaluate, through a one (1) year pilot project between July 1, 2013 and June 30, 2014, the extent to which a change in the distribution method of emergency food can reduce transportation barriers for the City of Chattanooga's hungry and promote self-sufficiency.

Impact Area: Please indicate the impact area(s) the outcomes address.

Invest in Children and Youth - Early Childhood Education and Quality Youth Services

✓ **Building Stable Lives - Family stability in Basic Needs, Housing, Employment/Education and Support Services**

Supporting the Most Vulnerable - Caring for elderly and disabled adults and children that cannot care for themselves

Intended Outcomes: Provide 2 to 3 outcomes which are specific to the program goal

### **1. Outcome 1: Emergency Food Box referrals /recipients will be aligned and connected to the Building Stable Lives self-sufficiency goals**

Collection method: (indicate how each indicator is measured)

- CAFB will convene partner agency leaders to formulate a standardized set of client inputs, to include data on transportation barriers and referrals to support services that promote self-sufficiency.
- Pilot organization will use a set of indicators upon referral from 211, to determine client needs, at the time emergency food box is distributed.
- Standardized data on required service indicators will be collected on pilot clients and entered in Service Point by data clerks on an ongoing basis.

- Each client receiving services through the pilot distribution model will be uniquely coded in Service Point for easier reporting.
- Pilot agencies will track the referrals and action taken at the time of emergency food box delivery and CAFB will analyze the collective results.
- Monthly reports will be generated by CAFB to monitor service referral rates, with results shared with pilot partners and corrective action taken as needed.
- A mid-year report on service referral rates will be generated by CAFB by February 1, 2014 and presented to pilot partners, including the City of Chattanooga.
- A year-end report on service referral rates will be generated by CAFB by July 31, 2014 and presented to the pilot partners, including the City of Chattanooga.

Results: (in quantitative terms)

- By June 30, 2014, at least 70% of pilot clients are able to meet daily food needs with 6 or fewer emergency food boxes within the grant period.
- By June 30, 2014, 85% of pilot clients will receive referrals to other program services to help them manage to decrease dependency and increase self-sufficiency.

Data Source:

- Service Point (community-wide database)
- Navision (CAFB database)

Comparative Data: (local, regional, national data and/or similar type programs)

- N/A

**Outcome 2: Elimination of barriers to emergency food access.**

Collection method: (indicate how each indicator is measured)

- Data entry clerks will record client service data in Service Point on an ongoing basis, including existing transportation resources and barriers and originating address.
- CAFB will analyze average food box program service delivery times within the pilot and compare those to average access times if delivered within the original (centralized) distribution model.
- Monthly reports will be generated by CAFB to monitor service delivery time, with results shared with pilot partners.
- A mid-year report of the reduction in service delivery time will be generated by CAFB by February 1, 2014 and presented to pilot partners, including the City of Chattanooga.
- A year-end report of the reduction in service delivery time will be generated by CAFB by July 31, 2014 and presented to the pilot partners, including the City of Chattanooga.

Results: (in quantitative terms)

- By June 30, 2014, 100% of pilot clients will decrease the amount of travel time and cost to access the emergency boxes as compared to those not participating in the pilot.

Data Source:

- Service Point (community-wide database)
- Navision (CAFB database)

Comparative Data: (local, regional, national data and/or similar type programs)

- N/A

**Outcome 3: Pilot program is concluded by June 30, 2014 with standardized data collected to effectively assess the feasibility and impact of a change in the emergency food box service delivery to a decentralized model.**

Collection method: (indicate how each indicator is measured)

- A mid-year analysis on progress toward pilot outcomes will be generated by CAFB by February 1, 2014 and presented to pilot partners, including the City of Chattanooga.
- A year-end analysis and final distribution model recommendations will be generated by CAFB by July 31, 2014 and presented to the pilot partners, including the City of Chattanooga if so desired.

Results: (in quantitative terms)

- If positive results are achieved through the pilot, a plan will be designed to take the improved distribution process to scale.

Data Source:

- Service Point (community-wide database)
- Navision (CAFB database)

Comparative Data: (local, regional, national data and/or similar type programs)

- This pilot project was inspired by a similar distribution model implemented at the Second Harvest Food Bank of Middle Tennessee in Nashville, which solely distributes emergency food boxes through 17 agency-based distribution centers in their metro region. The CAFB will compare pilot project results with program data from Second Harvest Food Bank of Middle Tennessee.