



# ECHO SERVICE REPORT—December 2009

Service Description	Current Month	YTD 2009	
	3,700,000 meals in all 10 Food Services in 2008		
	3,960,071 meals in all 10 Food Services in 2009		Meals ↑7% over 2008
<b>FOOD SERVICES</b>			
<b>Groceries</b> —client food orders from pantry (Dec: closed 7 business days)	<b>2,136 people/656 families</b> (1,226a/910c)	<b>26,793 people/8,592 families</b> (15,529a/11,264c)	
<b>Bread &amp; Food</b> > School Brkfst Clubs, Pantries, Nursing & Group Homes, Sr.Centers, etc.	<b>101,617 lbs. Food</b>	<b>1,368,871 lbs. of food</b>	
<b>Food</b> > Edison, Charter, GIFTS, 1st Christian & Other Meal Progs.	<b>2,210 meals &amp; snacks</b>	<b>21,469 meals &amp; snacks</b>	
<b>ECHO Mobile Market</b> — monthly @ fairgrounds, except Nov. & Dec.	<b>0 lbs. Food</b> —0 peo/0 fam (0a/0c)	<b>177,658 lbs. Food</b> —6,794peo/2,199fam (3,904a/2,890c)	
<b>Baby Food &amp; Formula / Adult Ensure, etc.</b>	<b>48 babies</b> (includes Ensure for 7 elderly)	<b>664 babies</b> (includes Ensure for 56 elderly)	
<b>Community Meals</b> — last Saturday each month	<b>180 meals (1x/mo)</b>	<b>1,715 meals (1x/mo)</b>	
<b>Grocery Store Certificates</b> —\$20-\$25 each	<b>14 families</b>	<b>66 families</b>	
<b>Commodities</b> —also receive groceries from pantry	<b>656 families/2,136people</b> (1,226a/910c)	<b>8,577 families/26,767 people</b> (15,512a/11,255c)	
<b>Thanksgiving Baskets</b> —129 families were No Shows (not included in totals)	<b>n/a (seasonal)</b> —people/families (a/c)	<b>2,984 people/933families</b> (1,741a/1,243c)	
<b>Christmas Day Dinner</b>	<b>640 people</b>	<b>640 people</b>	
<b>CLOTHING &amp; HOUSEHOLD (HH) SERVICES</b>			
<b>Household Goods</b> —ECHO office (not pantry)	<b>105 people/60 families</b>	<b>1,057 people/579 families</b>	
<b>Diapers &amp; Baby Wipes</b>	<b>136 babies</b>	<b>1,395 babies</b>	
<b>Personal &amp; HH Supplies</b> —laundry, cleaning, hygiene & personal care from pantry	<b>3,269 people</b>	<b>34,285 people</b>	
<b>Furniture, Appliances, etc.</b> —done by donor/client matching	<b>24 families</b>	<b>89 families</b>	
<b>Homeless Kits</b> > ECHO Lodging clients & GIFTS clients—Box of Personal Supplies	<b>8 boxes</b>	<b>137 boxes</b>	
<b>HOUSING SERVICES</b>			
<b>Lodging in Motels</b> —Shelter Nights (Dec. incl. 4 nts. under-reported in Nov.)	<b>207 shelter nights</b>	<b>4,249 shelter nights</b>	↑12% over 2008
<b>Rent &amp; Mortgage &amp; Utility Assistance</b>	<b>64 families</b>	<b>538 families</b>	↑37% over 2008
<b>Rent Smart Class</b> —Qtrly. & 12-mo. mentorship (1/10/09; 3/28/09; 6/13/09; 10/3/09)	<b>0 people</b>	<b>35 people</b>	
<b>TRANSPORTATION SERVICES</b>			
<b>Gasoline certificates</b> —\$20 each	<b>73 families</b>	<b>880 families</b>	
<b>Bus Tokens, etc.</b> (10-pack Local; some Out-of-town)	<b>9 families</b>	<b>202 families</b>	
<b>Other Transportation Asst.</b>	<b>4 car (1) / bike (3)</b>	<b>6 car (2) / bike (4)</b>	
<b>OTHER SERVICES</b>			
<b>Counseling, Case Mgmt. &amp; Other Direct Asst</b> —paid hours only	<b>1,164 paid hours</b>	<b>12,221 paid hours</b>	↑12% over 2008
<b>UW-Ext. Cooking Classes in ECHO Kitchen</b> (expanding to any clients in July)	<b>60 people</b>	<b>479 people</b>	
<b>Petty Cash to clients</b> (DL & ID fees, laundry, co-pays, phone, etc.)	<b>10 people</b>	<b>80 people</b>	
<b>Toys/Birthday Presents &amp; Cake Mixes</b>	<b>18 children</b>	<b>290 children</b>	
<b>Miscellaneous Services</b> —includes variety of less frequent services	<b>25 people</b>	<b>398 people</b>	
<b>Information &amp; Referral</b>	<b>1,200 people</b> (conservative estimate)	<b>14,400 people</b> (conservative estimate)	
<b>SEASONAL SERVICES</b> (see also Seasonal Food Services for Thanksgiving, Christmas)			
<b>School Supplies</b> (also gave supplies to schools, not included in count yet)	<b>n/a (seasonal)</b> —children/ families	<b>1,193 children/529 families</b>	
<b>Easter Baskets</b>	<b>n/a (seasonal)</b> —children	<b>750 children</b>	
<b>Christmas Trees &amp; Decorations</b>	<b>70 families</b>	<b>70 families</b>	
<b>Christmas Toy Program</b>	<b>1,286 children/525 families</b>	<b>1,286 children/525 families</b>	
<b>Christmas Adopt-a-Family</b>	<b>425 people/105 families</b> (146ad/279ch)	<b>425 people/105 families</b> (146ad/279ch)	
<b>TOTAL UNITS OF SERVICE</b>	<b>115,658 units</b>	<b>1,683,902 units</b>	↑18% over 2008