

Joint Urban Ministry Project

2021 Update



"Responding to the need that is out there."

2020 was a year like no other at JUMP. Prior to the COVID-19 pandemic, JUMP operated a Drop-In Center in Burlington providing vouchers for basic needs ranging from groceries, utility assistance, transportation gas support, identification, laundry, prescription co-pay, household goods, personal care items and cleaning supplies.

In March 2020, when the pandemic prevented in-person visits, JUMP quickly changed direction by providing online services and mailed vouchers through the new FLEX Assistance Program. These vouchers assist in not only meeting basic needs, but New families in need have been identified.

The online FLEX assistance support has improved program efficiency as JUMP adapted and created four different lanes for clients to access services: **FLEX Online application**, **FLEX Mail In application**, **Call JUMP**- for FLEX application by mail, and **Quarterly Care Call (QCC)** where staff and volunteers call QCC registered clients who lack computer skills, elderly, homebound serving as a caring point of contact to also proactively identify where food or other needs may exist.

Despite the impact, JUMP remained a dependable reliable resource providing voucher assistance to families and individuals representing (32) towns. Clients requested 2865 vouchers valued at \$78,358. Top requested vouchers included food security relief 57% valued at \$44,458 and Utility Assistance 14% valued \$12,192.

Still, the Utility assistance voucher requires an additional \$15 to subsidize which helps JUMP sustain a workable 2021 budget. Helping to subsidize Utility assistance will help keep families in their home and maintain good credit by not having utilities disconnected. Plus, based on the potentially long-range economic effects of the pandemic there is no end in sight to the vulnerable population who will be "living on the edge".

The Covid-19 Impact - Like many non-profits, the current crisis has forced JUMP to re-imagine how we operate, how we administer service, how we interact. We believe, what has manifest is an opportunity to reconfirm JUMP's purpose as we effectively "*Respond to the need that is out there*" and work to ensure the well-being and dignity of our most vulnerable neighbors.

With much appreciation, thank you supporting 28 are area faith communities, local agencies and businesses, individual donors, foundations as well as Board of Directors, Committee members, Volunteers and Staff for your unwavering commitment and dedication to JUMP's mission.

2021 JUMP Statistics revealed:

Households served

- 2062 duplicated
- 1035 unduplicated.
- New 374, 40%

Head of HH's

- 664 Female
- 353 Male
- 18 Other
- 64% Single family HH
- Average HH size 2.14

People served

4477 received assistance: Total/Dupl.
Age: 0 to 17, 1524, 34%
Age: 18 to 64, 2715, 61%
Age: 65+, 238, .05%

Vouchers Requested

2865 valued at **\$78,358**

Compared to 2019: 50% decrease in vouchers requested and 25% decrease in voucher value due to Covid

Volunteer Hours

56 Volunteers contributed **1465** hours valued at \$39,848.

Compared to 2019: 10% decrease volunteers, 45% decrease in volunteer hours & 40% decrease in value of volunteer time. On 3/15/20, JUMP request all volunteers not to volunteer at JUMP for the foreseeable future.

In-Kind Donations:

1,516 items valued at **\$2,544.**

Compared to 2019: 90% decrease in-kind donations. On 4/1/20, In-Kind Donations ceased