



EVENTS CALENDAR:

March 16-18 South Dakota POH Training:

Sioux Falls—Mitchell—Watertown

April 22-24 Tri-State Social Service Training

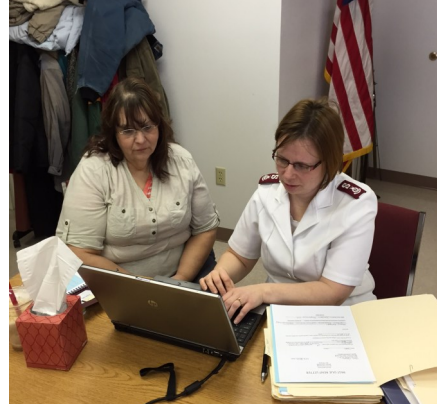
Pathway of Hope is a great fit for Newton as our caseworker, Kelly, was already utilizing a case management approach in helping clients. For several years, The Salvation Army has been a main service provider in our county. By communicating often with other local service providers, Kelly is able to share up-to-date information about opportunities for our clients; and having staff who know the local area, e.g., resources, the community's history and trends, being acquainted with landlords/property managers and of employment or training opportunities, as well as working in partnerships between service providers, is invaluable to Pathway of Hope for us.

Kelly has identified, completed assessments with, and continues to help nine households through Pathway of Hope. A few of the nine households saw some almost immediate success with just a bit of extra support and continue in Pathway of Hope looking forward to graduating from the program soon. The other households have had some successes along with some setbacks. We plan to continue to offer support to those households as they continue on the pathway.

Follow-up with the households is generally not a problem because most of them are used to receiving services and support from The Salvation Army. They notify us when their contact information changes, keep Kelly updated on their employment status, and stop in or call to share bits of news.

Pathway of Hope allows us to track our investment of time and resources to help others meet their specific goals. Comparing initial entry with newer case notes helps us to be mindful of and celebrate how far some families have come in terms of being engaged in this community and taking responsibility for some of their own needs.

Western Division Newsletter



Newton, Iowa Corps' Kelly Zack (Case Manager) & Major Mikey Carter Entering POH Data into SIMS

When Pathway of Hope was introduced to me and discussed before we were accepted into the program, as the case manager, I was all aboard, immediately! I would continually ask when the program would be started, or when could we start the program. Actually we were already doing the program with determining all need areas of the families, and making sure clients knew of all the resources available to them. I also offered and welcomed return visits, phone calls, and prayers and time with our pastors when I felt they needed additional pastoral support upon their visits.

Pathway of Hope program lets me, as a case manager, offer long-term case management to families for increased stability and self-sufficiency. It also allows our Corp officers, employees and volunteers to be a friend to families and to be an extra cheerleader to celebrate their self-determined successes with the end result of family empowerment. We make deep connections with our families, and celebrate their successes and encourage long term self-determined goals.

We have had huge successes, some defeats that we all learn from, but have made lasting relationships to build towards not only independence but a lifetime connection to The Salvation Army's Pathway of Hope program and having an extra bounce in their step when they return to the Center of Hope-The Salvation Army in Newton.