

Social Services

Education

Information

Accountability

July 2017

Summary

It is the mission of Social Services to improve the quality of life for people in need¹ who reside in the Town of Windham, by:

- Promoting economic self-sufficiency; and
- Connecting people with those resources made available by the Town, the state and the federal government, in accordance with applicable laws and regulations.

Each month the current status of the program will be assessed using the following measures identified in the budget narrative.

1. People in need are counseled and provided information and referrals regarding local, regional, state and federal social service programs.

- a. In July, as in previous months, we coordinated with government and community based agencies that offer resources to strengthen individuals and families and promote economic self-sufficiency, such as Project Feed, USDA, DHHS Emergency Funds, and the Aspire Program. We also coordinated with other providers of social services, such as the Good Shepherd Mobile pantry, Opportunity Alliance which administers LIHEAP; RTP Bus Service, Salvation Army and Neighbors Helping Neighbors.
- b. Social Services made/received six hundred and nine (609) phone calls²; interviewed sixty-three (63) individuals for direct general assistance³, and provided food/non-food assistance to three hundred and forty-nine (349) households. Each individual was provided education and information regarding additional resources available to them and encouraged to investigate these programs, and in many cases received assistance from staff (phone calls, emails, etc.) to connect with these services.

2. People in need that qualify for General Assistance under the Ordinance receive temporary assistance for basic needs.

¹ “People in need” are defined to include those people who qualify for financial or other assistance according to regulations issued by the Town, the state and the federal government. As authorized by the Town, Social Services may offer additional services to enhance the quality of life for children, families and seniors.

² This number includes calls from those seeking food/non-food, clothing, and/or financial assistance, out-reach to the community and calls made on behalf of clients seeking assistance.

³ Thirty-six (36) Windham; Twenty-seven (27) Gorham.

- a. In July, four hundred and twenty (420) households in need were assisted by the Food Pantry and/or the Clothes Closet.
- b. Vouchers are provided for housing, winter emergency fuel, or electrical assistance to those who qualify for it, under applicable law⁴. All decisions are rendered within twenty-four (24) hours as required by the state. In July, one (1) Windham resident qualified for direct general assistance.
- c. Staff continued to reach out to members of the community, local businesses and NGO's that support with their time and their donations. In July, the Food Pantry received \$ 992.50 in donations and thirty-three (33) community members volunteered one seventy-five (75) hours of their time.

3. The annual audit demonstrates compliance with state regulations.

- a. An annual audit was conducted in January of 2017 by the Department of Health and Human Services (DHHS) Field Examiner, Gerry Biron, and he noted 100% compliance in all areas.

All of the programs located at the Family Resource Center, support the mission of Social Services and all of those that sought assistance in July received some type of assistance – food/non-food, educational/informational, or financial⁵.

As a result of these efforts, and the generosity of so many groups and individuals, assistance was provided to over four hundred (400) eligible individuals and their families while working to help them to achieve improved self-sufficiency.

Highlights

- Efficiency Maine delivered sixteen (16) more cases of LED light bulbs with a life span of twenty-two (22) years to be distributed to anyone living in the Windham area.
- Our Lady of Perpetual Help Faith Formation delivered one thousand five hundred and fifty (1550) snacks and juice boxes for the Pantry's "Snacks for Kids" program this summer. The kids are in awe when they receive these special treats. Thanks Our Lady!
- Good Shepherd Food Mobile donated leftover cabbage, english muffins, and romaine lettuce from a previous site.
- Delightful veggies! Brenda Mattson has been bringing in lettuce and herbs from her garden; Bruce Raeburn donated fabulous green peppers; the Manchester school brought in two types of cucumbers; Idexx has been delivering fresh vegetable every Monday; and the Windham Community Garden delivered cucumbers and string beans. Thank you, all.
- Lorraine Jordan celebrated her 70th birthday by asking her guest to bring dog food for Food Pantry clients. She delivered one hundred and seventy-three (173) lbs. of dog food and toys and nine (9) pounds of cat treats. Thanks, Lorraine!
- Hannaford has starting adding cartons of eggs to their donation. The first donation contained one hundred and thirty-eight (138) dozen eggs!
- All clients were encouraged and reminded to come to the Food Pantry each week, in addition to their monthly visits for fresh fruit, vegetables, bread and pastries.

⁴ The Ordinance adopted by Council governs qualification.

⁵ To ensure public accountability, the General Assistance Ordinance was objectively, consistently and uniformly applied.

Statistics

- Three hundred and forty-nine (349) households were served through the Food Pantry; eleven (11) were new clients.
- Thirty-three (33) volunteers worked a total of seventy-five (75) hours in the Food Pantry and Clothes Closet.
- The Food Pantry received/made three hundred and thirty-nine (339) phone calls.
- The Clothes Closet received fourteen (14) donations (multiple boxes/bags) of clothing and linens and served seventy-one (71) households.
- The Food Pantry received thirty-seven (37) donations from residents and fresh fruit, vegetables, baked goods, meat, and bread bi-weekly from Hannaford in Windham.
- Nineteen (19) thank you notes and/or receipts were sent to residents for their donations.
- General Assistance received/made two hundred and seventy (270) phone calls⁶.
- Sixty-three (63) individuals were interviewed for direct general assistance: Thirty-six (36) Windham; twenty-seven (27) Gorham.
- In July, one (1) Windham resident qualified for direct general assistance; three (3) Gorham residents qualified for direct general assistance.

Type of Assistance Requested	Assistance Provided
21 requests for housing assistance	1 was provided financial assistance for rent; all others were referred to Westbrook Housing Authority for Section 8 or Senior Housing.
6 requests for assistance with electrical bills	0 were provided financial assistance; all were referred to DHHS, LIHEAP, the Salvation Army as well as being assisted in signing up for Efficiency Maine/Electricity Maine.
2 requests for emergency winter fuel	0 were provided financial assistance; all others were referred to DHHS, LIHEAP, NHN, the Salvation Army as well as being assisted in signing up for Efficiency Maine
6 requests for food/non-food assistance	All were serviced through the Food Pantry.
1 request medicine assistance	Referred Mercy Hospital

July Expenses/Donations

- | | | |
|-------------------------------------|----------------------|-----------|
| Direct general assistance provided: | 7/01/17 – 7/31/2017: | \$ 795.00 |
| Food Pantry monetary donations: | 7/01/17 – 7/31/2017: | \$ 992.50 |
| Food Pantry expenses: | 7/01/17 – 7/31/2017: | \$ 0.00 |

Fiscal Year-to-Date Expenses/Donations

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|-------------------------------------|----------------------|-----------|
| Direct general assistance provided: | 7/01/17 – 6/30/2018: | \$ 795.00 |
| Food Pantry monetary donations: | 7/01/17 – 6/30/2018: | \$ 992.50 |
| Food Pantry expenses: | 7/01/17 – 6/30/2018: | \$ 0.00 |

⁶ The number also includes calls for Gorham.