

# Social Services

Education

Information

Accountability

**April 2014**

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## Summary

In April, we saw a dramatic fall in requests for fuel assistance but a significant rise in requests for Central Maine Power (CMP) assistance – largely disconnect notices. Staff worked with both CMP and clients to make arrangements for payment plans and recommended other resources that may be helpful in the future. Food Pantry clients remain steady over last month, however the demographic has changed. It has become increasingly the elderly and infirm that seek this assistance. Clients were again invited to come to the Food Pantry each week, in addition to their monthly visits, for fresh fruit, vegetables, bread, and pastries.

As in the previous months, to meet the need, staff

- increased hours of availability and the amount of food provided to each client;
- encouraged clients to visit the Clothes Closet for winter clothing;
- referred clients to other appropriate resources as needed; and
- partnered with local businesses and organizations to provide food and non-food items to Windham residents in need.

Additionally, due to the increasing number of frail clients, staff

- conducted phone interviews and made food deliveries for house-bound clients.

As a result of these efforts, and the generosity of so many groups and individuals, assistance was provided to over three hundred (300) eligible individuals and their families while working to help them to achieve improved self-sufficiency.

## Progress

- A hard-working student from St. Brigid's School in Portland spent the day as a volunteer at the Food Pantry as a part of his service project. This was his second time volunteering with the Food Pantry. He did a terrific job!
- Sebago Bait ran a Fishing Derby to benefit the Windham Food Pantry with \$600 worth of non-food items.
- Windham Boy Scout Troop #866 held a "Scouting for Food" Drive and donated many, many boxes and bags of food to the pantry.
- The Food Pantry continued to promote free education classes on Nutritional Cooking offered through Adult Education.
- A total of six Food Pantry clients won gift cards through Maine Adult Education – Learning for Work and Life.

## Statistics

- The Food Pantry received/made two hundred and seventy-five (274) phone calls.
- Two hundred and fourteen (214) households were served through the Food Pantry; fourteen (14) of which were new clients.
- Twenty-nine (29) volunteers worked a total of seventy-nine (79) hours in the Food Pantry and Clothes Closet.
- The Clothes Closet received thirty-two (32) donations (multiple boxes/bags) of clothing and linens and served forty-six (46) households.
- The Food Pantry received thirty-five (35) donations (multiple boxes/bags of canned and packaged food from residents and local businesses; fresh fruit, vegetables, baked goods, and bread) from Hannaford and bi-weekly and donated bread from The Bakery Outlet.
- Fourteen (14) thank you notes were sent to residents and businesses for their donations.
- General Assistance received/made four hundred and twenty-seven (427) phone calls – a good portion were inquiring about Summer Day Camp Assistance. (This number also includes calls for Gorham.)
- Eight-nine (89) individuals were interviewed for direct general assistance: fifty-four (54) Windham; thirty-five (35) Gorham.
- Direct general assistance was provided to twelve (12) Windham residents.

Type of Assistance Requested	Assistance Provided
23 requests for rental assistance	5 were provided financial assistance for rent; all others were referred to Westbrook Housing Authority for Section 8 or Senior Housing.
12 requests for assistance with electrical bills	6 were provided financial assistance; all others were referred to DHHS and LIHEAP and were assisted in signing up for Efficiency Maine/Electricity Maine
2 requests for fuel assistance	1 was provided financial assistance; all others were referred to LIHEAP, DHHS, and Neighbors Helping Neighbors

*In support of the mission of Social Services, all clients were provided education and information regarding additional resources available to them. To ensure public accountability, the General Assistance Ordinance was objectively, consistently and uniformly applied.*

### April Expenses/Donations

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|---------------------------------------|--------------------|-------------|
| ▪ Direct general assistance provided: | 4/01/14 – 4/30/14: | \$ 4,530.95 |
| ▪ Food Pantry monetary donations:     | 4/01/14 – 4/30/14: | \$ 590.00   |
| ▪ Food Pantry expenses:               | 4/01/14 – 4/30/14: | \$ 2,514.79 |

### Fiscal Year-to-Date Expenses/Donations

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|---------------------------------------|-------------------|--------------|
| ▪ Direct general assistance provided: | 7/1/13 – 4/30/14: | \$ 37,098.00 |
| ▪ Food Pantry monetary donations:     | 7/1/13 – 4/30/14: | \$ 26,805.88 |
| ▪ Food Pantry expenses:               | 7/1/13 – 4/30/14: | \$ 20,927.57 |