

Social Services

Education

Information

Accountability

June 2014

Summary

In June, there was a continued effort to move the disability process forward for a number of G.A. clients. Staff met with the State Disability Advocate for regular updates. Requests for G.A. rental and shelter assistance increased over the previous month due to foreclosures, loss of TANF benefits, etc. The Food Pantry launched its “Summer Break” Program adding an extra bag of snacks, cereals, juice, peanut butter, etc. to clients with children at home. Additionally, all clients were encouraged 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, staff

- increased the amount of food provided to each client;
- encouraged clients to visit the Clothes Closet for summer 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 and extreme weather, 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 approximately two hundred (200) eligible individuals and their families while working to help them to achieve improved self-sufficiency.

Progress

- Lee’s Family Trailer held a “Dumping for Diapers” drive and donated seven hundred and twenty-five (725) personal care items to the Food Pantry.
- The Good Shepherd Food Mobile visited the Food Pantry on June 5th and fed approximately one hundred and fifty (150) families with fresh vegetables, frozen meat, and can goods.
- Channel 6 interviewed volunteers, clients (with their permission), and staff for a news report on Feed Maine and the Good Shepherd Mobile.
- The Windham School Department donated leftover milk, juice, lettuce, apples, and yogurt and the end of the school year.
- The Food Pantry launched its “Summer Break” program to assist families with children at home for the summer with extra food and snacks.
- Both the Food Pantry and G.A. ended the fiscal year within budget.

Statistics

- The Food Pantry received/made three hundred and sixty-seven (367) phone calls.
- One hundred and ninety-three (193) households were served through the Food Pantry; seventeen (17) of which were new clients.
- Forty-two (42) volunteers worked a total of one hundred and two (102) hours in the Food Pantry and Clothes Closet. This number also includes the Good Shepherd Mobile.
- The Clothes Closet received sixteen (16) donations (multiple boxes/bags) of clothing and linens and served eighty-four (84) households.
- The Food Pantry received twenty-six (26) 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 two hundred and seventy-seven (277) phone calls. (This number also includes calls for Gorham.)
- Fifty-eight (58) individuals were interviewed for direct general assistance: Forty-seven (47) Windham; eleven (11) Gorham.
- Direct general assistance was provided to eleven (11) Windham residents.

Type of Assistance Requested	Assistance Provided
29 requests for rental assistance; 9 requests for shelter; 1 for mortgage assistance	7 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	4 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 medical bills; 1 request for burial, 2 requests for tax abatement information; 2 requests for DHHS information	0 were provided financial assistance; referred to Mercy Charity for medical help; answered questions re tax abatements; burial referred back to the family

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.

June Expenses/Donations

- Direct general assistance provided: 6/01/14 – 6/30/14: \$ 3,213.82
- Food Pantry monetary donations: 6/01/14 – 6/30/14: \$ 18,071.00
(includes Town's FY14 funding)
- Food Pantry expenses: 6/01/14 – 6/30/14: \$ 5,297.51

Fiscal Year-to-Date Expenses/Donations

- Direct general assistance provided: 7/1/13 – 6/30/14: \$ 46,033.14
- Food Pantry monetary donations: 7/1/13 – 6/30/14: \$ 45,723.77
(variance from last report is \$33.13 of interest income)
- Food Pantry expenses: 7/1/13 – 6/30/14: \$ 27,697.20