

Social Services

Education

Information

Accountability

May 2014

Summary

May provided confirmation that there is a core group of citizens who are seeking rental assistance while awaiting approval of their applications for disability benefits. Staff is diligently working with the Department of Health and Human Services' (DHHS) Disability Advocate to move these applications forward. There was a slight drop in requests for fuel and electric assistance, and requests for food and non-food assistance, but clients were encouraged to come to the Food Pantry each week, in addition to their monthly visits for fruit, vegetables, bread, and pastries. Staff also held twenty-two (22) Day Camp Assistance interviews and awarded eighteen (18) partial scholarships.

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, 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 two hundred (200) eligible individuals and their families while working to help them to achieve improved self-sufficiency.

Progress

- The word is out! The Food Pantry is a great place to earn volunteer hours. This month two new high school students joined the team of volunteers.
- Scheduling and communicating the Good Shepherd Food Mobile: On Thursday, June 5th. staff and volunteers expect to serve over one hundred (100) clients.
- The U.S. Postal Service held a food drive and donated over fifty (50) postal boxes of canned goods and cereal to the Food Pantry.
- The American Legion Field Allen Post 148 held a food drive at Walmart and delivered hundreds of bags of food to the Food Pantry.
- Monetary donations continue to trickle in; allowing staff to keep YTD expenses below donations received.

Statistics

- The Food Pantry received/made three hundred and fifty-five (355) phone calls.
- One hundred and forty-two (142) households were served through the Food Pantry; six (6) of which were new clients.
- Twenty-eight (28) volunteers worked a total of seventy-two (72) hours in the Food Pantry and Clothes Closet.
- The Clothes Closet received seventeen (17) donations (multiple boxes/bags) of clothing and linens and served forty-one (41) households.
- The Food Pantry received thirty-one (31) 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.
- Fifteen (15) thank you notes were sent to residents and businesses for their donations.
- General Assistance received/made three hundred and twelve (312) phone calls. (This number also includes calls for Gorham and Windham Day Camp Assistance.)
- Seventy-two (72) individuals were interviewed for direct general assistance: fifty-one (51) Windham; twenty-one (21) Gorham.
- Direct general assistance was provided to sixteen (16) Windham residents.
- Twenty-two (22) Interviews were held for Summer Day Camp Scholarships; eighteen (18) were awarded partial scholarships.

Type of Assistance Requested	Assistance Provided
23 requests for rental assistance	9 were provided financial assistance for rent; all others were referred to Westbrook Housing Authority for Section 8 or Senior Housing.
16 requests for assistance with electrical bills	3 were provided financial assistance; all others were referred to DHHS and LIHEAP and were assisted in signing up for Efficiency Maine/Electricity Maine
12 requests for fuel assistance	4 were 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.

May Expenses/Donations

- Direct general assistance provided: 5/01/14 – 5/31/14: \$ 5,721.32
- Food Pantry monetary donations: 5/01/14 – 5/31/14: \$ 813.76
- Food Pantry expenses: 5/01/14 – 5/31/14: \$ 1,472.12

Fiscal Year-to-Date Expenses/Donations

- Direct general assistance provided: 7/1/13 – 5/31/14: \$ 42,819.32
- Food Pantry monetary donations: 7/1/13 – 5/31/14: \$ 27,619.64
- Food Pantry expenses: 7/1/13 – 5/31/14: \$ 22,399.69