

Social Services

Education

Information

Accountability

June 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 June, 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 five hundred and ninety-one (591) phone calls²; interviewed fifty-three (53) individuals for direct general assistance³, and provided food/non-food assistance to four hundred and sixteen (416) 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-eight (38) Windham; Fifteen (15) Gorham.

- a. In June, four hundred and sixteen (416) 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 June, five (5) Windham residents 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 June, the Food Pantry received \$ 1,658.75 in donations and forty-five (45) community members volunteered one hundred and five (105) 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 June 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 and fifty (450) eligible individuals and their families while working to help them to achieve improved self-sufficiency.

Highlights

- The Food Pantry kicked off the “healthy snacks for children home for the summer” program and it has been a huge hit with clients. A special thanks to Our Lady of Perpetual Help for providing four hundred and forty-eight (448) snacks and Kristi MacKinnon for providing gift cards to Little Ceasar to add to the bags.
- Lee Family Trailer Sales and Service held their annual “Dumping for Diapers” drive and donated diapers, paper towels, and toilet paper to the Food Pantry.
- Homegrown vegetables and started to arrive from local farmers. What a treat for Food Pantry clients!
- Wayside Food Pantry donated forty-one (41) cases of pomegranate juice and over one hundred and fifty (150) peaches and nectarines.
- Efficiency Maine donated sixteen (16) cases of LED light bulbs for Windham residents.
- Busy Bee Cleaners donated bags of clothing to the Clothes Closet.
- Social Services staff hosted the Human Services Advisory Committee at the Food Pantry and discussed with them the current needs in the community.
- 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 five (305) households were served through the Food Pantry; thirteen (13) were new clients.
- Forty-five (45) volunteers worked a total of one hundred and five (105) hours in the Food Pantry and Clothes Closet.
- The Food Pantry received/made three hundred and fourteen (314) phone calls.
- The Clothes Closet received eighteen (18) donations (multiple boxes/bags) of clothing and linens and served one hundred and eleven (111) households.
- The Food Pantry received twenty-nine (29) donations from residents and fresh fruit, vegetables, baked goods, meat, and bread bi-weekly from Hannaford in Windham.
- Four (4) thank you notes and/or receipts were sent to residents for their donations.
- General Assistance received/made two hundred and seventy-seven (277) phone calls⁶.
- Fifty-three (53) individuals were interviewed for direct general assistance: Thirty-eight (38) Windham; fifteen (15) Gorham.
- In June five (5) Windham residents qualified for direct general assistance; two (2) Gorham residents qualified for direct general assistance.

Type of Assistance Requested	Assistance Provided
16 requests for housing assistance	5 were 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
14 requests for food/non-food assistance	All were serviced through the Food Pantry.
1 request for burial/cremation	Referred to Daughters of Isabella

June Expenses/Donations⁷

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|---------------------------------------|----------------------|-------------|
| ▪ Direct general assistance provided: | 6/01/17 – 6/30/2017: | \$ 2,747.00 |
| ▪ Food Pantry monetary donations: | 6/01/17 – 6/30/2017: | \$ 1,658.75 |
| ▪ Food Pantry expenses: | 6/01/17 – 6/30/2017: | \$ 468.75 |

Fiscal Year-to-Date Expenses/Donations

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|---------------------------------------|----------------------|-------------|
| ▪ Direct general assistance provided: | 7/01/16 – 6/30/2017: | \$15,274.81 |
| ▪ Food Pantry monetary donations: | 7/01/16 – 6/30/2017: | \$32,732.06 |
| ▪ Food Pantry expenses: | 7/01/16 – 6/30/2017: | \$ 6,110.88 |

⁶ The number also includes calls for Gorham.

⁷ These numbers reflect invoices, processed through 7/10/2017 and paid on 7/12/2017, that were for services during FY17. If there are any remaining invoices that have not yet been paid/processed they will be paid 7/26/2017 and charged back to June. There is a possibility that these expenditure numbers are not final.