

Social Services

Education

Information

Accountability

November 2018

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 November, 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 seven hundred and forty-six (746) phone calls²; interviewed one hundred and twenty-nine (129) individuals for direct general assistance³, and provided food/non-food assistance to three hundred and ninety-four (394) 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 Ninety-two (92) Windham; thirty-seven (37) Gorham.

- a. In November, three hundred and ninety-four (394) 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 November six (6) 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 November, the Food Pantry received \$ 4,954.55 in donations and eighty-three (83) community members volunteered one hundred and sixty-nine (169) hours of their time.

3. The annual audit demonstrates compliance with state regulations.

- a. An annual audit was conducted in February of 2018 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 November 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 five hundred (500) eligible individuals and their families while working to help them to achieve improved self-sufficiency.

Highlights

- Girl Scout Troops 3218 and 1453 held personal items drives and delivered two (2) full boxes of personal items for Food Pantry clients. Thank you, ladies!
- Cub Scout Pack 805 held a food drive and brought in twelve hundred (1200) food items which included five hundred and ten (510) cans of food. Thanks to all!
- Cub Scout Pack 51 held a food drive and brought in four hundred and eighty (480) pounds of food to the Food Pantry. Great job!
- Our Lady of Perpetual Help's Knights of Columbus Council 10020 donated \$2500.00 worth of food for Thanksgiving and Christmas Baskets: turkeys, chickens, ham, stuffing, cranberry sauce, gravy, and boxes of mashed potatoes. What a generous donation!
- Sign-ups for the Toy Workshop began on November 8th. It is such happy time for staff knowing they are helping to make Christmas brighter for so many children.
- Over one hundred (100) Thanksgiving Baskets were distributed to Windham residents the week of Thanksgiving. Twenty-two (22) volunteers joined staff to help. There were so many happy faces!
- The shared mini-bus was delivered and staff are thrilled!!
- 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 thirty-one (331) households were served through the Food Pantry; nine (9) were new clients.
- Eighty-three (83) volunteers worked a total of one hundred and sixty-nine (169) hours in the Food Pantry and Clothes Closet.
- The Food Pantry received/made four hundred and twenty-five (425) phone calls.
- The Clothes Closet received twenty-one (21) donations (multiple boxes/bags) of clothing and linens and served sixty-three (63) households.
- The Food Pantry received fifty-three (53) donations from residents and fresh fruit, vegetables, baked goods, meat, and bread bi-weekly from Hannaford in Windham.
- Twelve (12) thank you notes and/or receipts were sent to residents for their donations.
- General Assistance received/made three hundred and twenty-one (321) phone calls⁶.
- One hundred and twenty-nine (129) individuals were interviewed for direct general assistance: Ninety-two (92) Windham; thirty-seven (37) Gorham.
- In November, six (6) Windham residents qualified for direct general assistance; no Gorham residents qualified for direct general assistance.

Type of Assistance Requested	Assistance Provided
21 requests for housing assistance	4 were provided financial assistance for rent; all others were referred to Westbrook Housing Authority for Section 8 or Senior Housing.
11 requests for assistance with gas/electrical/home repair bills	1 was 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.
19 requests for food/non-food/clothing assistance	All were serviced through the Food Pantry and Clothes Closet.
39 requests for emergency winter fuel	0 were provided financial assistance; all were referred to DHHS, LIHEAP, NHN, the Salvation Army as well as being assisted in signing up for Efficiency Maine/Electricity Maine.
2 requests for burial assistance	1 was provided with assistance

November Expenses/Donations

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|---------------------------------------|------------------------|--------------|
| ▪ Direct general assistance provided: | 11/01/18 – 11/30/2018: | \$ 1,970.50 |
| ▪ Food Pantry monetary donations: | 11/01/18 – 11/30/2018: | \$ 4,954.55 |
| ▪ Food Pantry expenses: | 11/01/18 – 11/30/2018: | \$ 58,368.94 |
- (\$58,200 for the shared mini-bus)

Fiscal Year-to-Date Expenses/Donations

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|---------------------------------------|----------------------|--------------|
| ▪ Direct general assistance provided: | 7/01/18 – 6/30/2019: | \$ 6,650.00 |
| ▪ Food Pantry monetary donations: | 7/01/18 – 6/30/2019: | \$ 8,655.55 |
| ▪ Food Pantry expenses: | 7/01/18 – 6/30/2019: | \$ 59,466.33 |

⁶ The number also includes calls for Gorham.