

Social Services

Education

Information

Accountability

April 2019

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 April, 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 six hundred and seventy-one (671) phone calls²; interviewed forty-eight (48) individuals for direct general assistance³, and provided food/non-food assistance to three hundred and eighty-five (385) 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.

- a. In April, three hundred and eighty-five (385) households in need were assisted by the Food Pantry and/or the Clothes Closet.

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 Fifty-eight (58) Windham; nineteen (19) Gorham.

- 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 April three (3) 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 April, the Food Pantry received \$ 374.25 in donations and fifty-eight (58) community members volunteered on hundred and twenty-eight (128) hours of their time.

3. The annual audit demonstrates compliance with state regulations.

- a. An annual audit was conducted in March of 2019 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 April 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 (400) eligible individuals and their families while working to help them to achieve improved self-sufficiency.

Highlights

- It was a busy month for Park and Recreation scholarship interviews. The Social Services staff interviewed twenty-one (21) individuals requesting assistance!
- Spring fever has spurred the cleaning of closets and a bounty of donations to the Clothes Closet. Staff have taken on the challenge – adding additional volunteers – to accomplish the task. A huge thank you to our volunteers for their work!
- Jacob Piechowski (Employee, Liz Sheetz' son) volunteered two days of his time to help to sort through and reorganize the can goods. His help is always valued and appreciated!
- Two regular volunteers are continuing making phone calls to clients to come in and pick up some “extras” each month. What a great help they are!
- Volunteers have continued to help to rearrange the freezers making it easier to find the different types of meat and frozen food. What a difference it has made!
- Volunteer, Christine Keating, continues to bring soft-side coolers donated from her work which serve as cold-pack containers on Senior Monday.
- 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

- Two hundred and sixty-four (264) households were served through the Food Pantry; seven (7) were new clients.
- Fifty-eight (58) volunteers worked a total of one hundred and twenty-one (121) hours in the Food Pantry and Clothes Closet.
- The Food Pantry received/made three hundred and sixty-four (364) phone calls.
- The Clothes Closet received thirty-six (36) donations (multiple boxes/bags) of clothing and linens and served one hundred and twenty-one (121) households.
- The Food Pantry received forty-two (42) donations from residents and fresh fruit, vegetables, baked goods, meat, and bread bi-weekly from Hannaford in Windham.
- Twenty (20) thank you notes and/or receipts were sent to residents for their donations.
- General Assistance received/made three hundred and seven (307) phone calls⁶.
- Forty-eight (48) individuals were interviewed for direct general assistance: Thirty-four (34) Windham; fourteen (14) Gorham.
- In April, three (3) Windham residents qualified for direct general assistance; and one Gorham resident qualified for direct general assistance.

Type of Assistance Requested	Assistance Provided
11 requests for housing assistance	3 were provided financial assistance for rent; all others were referred to Westbrook Housing Authority for Section 8 or Senior Housing.
19 requests for assistance with gas/electrical/home repair 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.
11 requests for food/non-food/clothing assistance	All were serviced through the Food Pantry and Clothes Closet.
3 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.

April Expenses/Donations

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|---------------------------------------|------------------------|-------------|
| ▪ Direct general assistance provided: | 04/01/19 – 04/30/2019: | \$ 1,198.00 |
| ▪ Food Pantry monetary donations: | 04/01/19 – 04/30/2019: | \$ 374.25 |
| ▪ Food Pantry expenses: | 04/01/19 – 04/30/2019: | \$ 318.21 |

Fiscal Year-to-Date Expenses/Donations

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| ▪ Direct general assistance provided: | 7/01/18 – 6/30/2019: | \$ 13,547.84 |
| ▪ Food Pantry monetary donations: | 7/01/18 – 6/30/2019: | \$ 21,938.89 |
| ▪ Food Pantry expenses: | 7/01/18 – 6/30/2019: | \$ 60,544.70 |

⁶ The number also includes calls for Gorham.