

FREDERICK COMMUNITY ACTION AGENCY

Annual Report to the Community

Fiscal Year 2014: July 1, 2013 through June 30, 2014



Hon. Randy McClement, Mayor, City of Frederick
Seaven Gordon, Chairman, Community Action Board of Directors
Chris Bickle, President, Friends for Neighborhood Progress, Inc.
Mike Spurrier, CCAP, Director



100 South Market Street, Frederick, Maryland 21701
Telephone: 301-600-1506 • Fax: 301-662-9079
Website: www.cityoffrederick.com/fcaa



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THE COMMUNITY FOUNDATION
of FREDERICK COUNTY

For Good. Forever. For Frederick County.

FREDERICK COMMUNITY ACTION AGENCY

Through a wide array of programs and services, the Frederick Community Action Agency (FCAA) provides food, shelter, medical care, housing, and other forms of assistance to families and individuals that are low-income or homeless. Started in 1968, the FCAA is sponsored by the City of Frederick and Friends for Neighborhood Progress, Inc. During fiscal year 2014, the FCAA served 7,441 different clients (adults and children). Specific program statistics are described below:

Food and Nutrition Programs

Frederick Soup Kitchen: Started in 1983, the Frederick Soup Kitchen is staffed by a paid cook and over 250 volunteers who serve a free evening meal to anyone in need, seven days a week. The Frederick Soup Kitchen served a total of 25,770 nutritious meals during FY 2014.

Frederick Foodbank: Approximately 700 to 800 households use the Frederick Foodbank each month. The Foodbank is staffed by 50 volunteers and provides a three- to five-day supply of food to families and individuals that are experiencing an economic crisis. During FY 2014, the Frederick Foodbank provided food to 2,944 needy families. In addition, over 1,000 turkeys and other food items were distributed to needy families for the Thanksgiving holiday.

Summer Food Service Program: Funded by the U.S. Department of Agriculture, the Summer Food Service Program provides a free lunchtime meal to children age 18 and younger, especially children who receive free or reduced-price meals during the school year. The FCAA serves nutritious meals Monday through Friday during June, July, and August. A total of 19,650 meals were served during the summer of 2013 and a total of 21,535 meals were served at nine (9) feeding sites during the summer of 2014.

Backpack Program: Through a partnership with Hillcrest Elementary School, FCAA staff members and volunteers fill 220 backpacks with nutritious food items each week during the school year and school staff distribute the backpacks to needy children that are at-risk of hunger and malnutrition. The backpacks are filled with food items that children can easily prepare and eat over the weekend when school meals are not available.

After-School Dinner Program: FCAA staff members prepare and deliver nutritious meals for an After-School Dinner Program operated by the Police Activities League (PAL). The cost of the food items is reimbursed by the U.S. Department of Agriculture.

Housing Counseling, Weatherization and Housing Assistance Programs

HUD-Approved Housing Counseling Agency: The FCAA is a *HUD-Approved Housing Counseling Agency* and provides pre-purchase, default, and reverse mortgage counseling as well as homebuyer education classes for first-time homebuyers. FCAA housing counselors assisted a total of 1,036 households during federal fiscal year 2013 including 704 families facing mortgage defaults and 291 families that received pre-purchase counseling and homebuyer education.

Weatherization Assistance Program: The Weatherization Assistance Program provides home weatherization services for income-eligible households living throughout Frederick County. A total of 146 housing units were weatherized during FY 2014, thirty-nine (39) inefficient or dangerous HVAC systems were replaced, 36 inefficient refrigerators or freezers were replaced, and an additional 59 households are awaiting weatherization services.

Outreach and Transportation Programs

Outreach Services: FCAA outreach workers and other staff perform outreach to local shelters, streets, woods, and other areas where homeless people can be found; a total of 5,819 encounters (client contacts) with 2,530 different homeless or lower-income clients occurred during FY 2014.

Transportation Services: On weekdays, the FCAA operates a free van run that transports people to a variety of health and human service agencies located around Frederick City; 714 client transports were performed during FY 2014.

Homeless Service Programs

PATH Project: The federally funded PATH Project provides case management services to people who are homeless and have a serious mental health problem. Initiated in 1992, PATH Project staff work closely with local therapists and psychiatrists to ensure adequate access to mental health treatment services for homeless people. A total of 399 homeless clients received PATH services during FY 2014.

SOAR Program: The SSI/SSDI Outreach, Assessment and Recovery (SOAR) Program helps people that are homeless to apply for disability benefits available through the Social Security Administration. In addition, the SOAR case manager assists people with obtaining necessary documents, such as birth certificates and photo identification cards, needed to apply for benefits. During FY 2014, a total of 14 homeless adults applied for disability benefits through the SOAR Program and 10 were approved.

Transitional Shelter: The Frederick Transitional Shelter is a 31-bed shelter that was built by the City of Frederick and is operated by the FCAA. The shelter provides transitional housing and a wide range of supportive services for homeless families and physically disabled adults. The Transitional Shelter provided 11,144 bednights (one person in one bed for one night) of shelter to 83 different persons (adults and children) during FY 2014.

Transitional Apartments: The Transitional Apartments provide long-term transitional housing and supportive services for homeless families. Families residing in the Transitional Apartments must first be admitted to and stabilized at the Transitional Shelter. The Transitional Apartments provided 3,330 bednights of shelter to 17 different persons (adults and children) during FY 2014.

Housing First Program: The Housing First Program provides subsidized permanent housing to people who need it the most – chronically homeless, disabled individuals that are literally living on the streets of Frederick. With funding from HUD and other sources, the FCAA has established 21 scattered-site Housing First units that currently house 25 formerly homeless adults (two apartments are two-bedroom shared units and two couples are enrolled in the program); supportive services like case management, health care, and transportation are provided by FCAA staff.

Green Jobs Program: The Green Jobs Program is a supportive employment program that aims to help homeless and chronically homeless individuals return to the workforce by offering case management, transitional shelter, and supportive employment. During FY 2014, a total of four (4) individuals were employed part-time to perform beautification projects in downtown Frederick.



"The moral test of a government is how that government treats those who are in the dawn of life - the children; the twilight of life - the elderly; and the shadows of life - the sick, the needy, and the handicapped."
Hubert H. Humphrey ~ November 1, 1977

Health Care Programs – a total of 1,424 patients were served in the following programs:

Health Care for the Homeless: The Health Care for the Homeless (HCH) program, initiated in 1989 through a federal grant from the Department of Health and Human Services, provides primary health care and supportive services to people who are homeless. The FCAA operates a primary health care clinic that is staffed by Nurse Practitioners, Physician Assistants, and Physicians. A total of 424 different patients that were homeless were treated in the clinic during FY 2014 for a total of 1,008 medical encounters (visits to the clinic).

Access to Care: The Access to Care (ATC) program was initiated in 2008 through a grant from the Maryland Health Resources Commission. The ATC program provides primary health care services to adults and children that are uninsured and have incomes below 200% of the federal poverty level. A total of 531 uninsured patients were seen during FY 2014 for a total of 1,412 medical encounters.

Medical Assistance Provider: In addition to other health care services, the FCAA is a participating provider with Priority Partners MCO and Maryland Physicians Care MCO and also accepts patients with Unrestricted Medical Assistance. A total of 369 Medical Assistance patients were seen during FY 2014.

School-Based Health Center: Through a partnership with Frederick County Public Schools and the Ausherman Family Foundation, the FCAA began operating a School-Based Health Center (SBHC) during the summer of 2011. Staffed by a Pediatric Nurse Practitioner and a Physician Assistant, the SBHC now serves students from Lincoln, Hillcrest, Waverley, and Monocacy Elementary Schools as well as their younger siblings; 418 patients were seen for a total of 827 medical encounters during FY 2014.

Medbank Program: The Medbank Program helps uninsured and under-insured people to access free prescription medications made available through patient assistance programs operated by pharmaceutical companies; during FY 2014, a total of 323 clients were assisted and received free medications.

Energy Assistance Programs

Office of Home Energy Programs: The FCAA Office of Home Energy Programs (OHEP) administers several different financial assistance programs aimed at helping income-eligible households to be able to pay utility and fuel bills, minimize energy-related crises, and assist in making utility, heating, and cooling expenses more affordable. Specifically, the FCAA Office of Home Energy Programs administers the Maryland Energy Assistance Program (MEAP) that served 3,492 families; the Electric Universal Service Program (EUSP) that served 3,412 families; and an additional 480 families were financially assisted with utility arrearages.

THANK YOU!!!

The Frederick Community Action Agency would like to take this opportunity to thank over 350 volunteers that work in the Foodbank, Soup Kitchen, and Primary Care Clinic; more than 1,000 local donors including many corporations, civic organizations, and religious institutions; and grantors including the Frederick County Government, U.S. Dept. of Housing and Urban Development, U.S. Dept. of Health and Human Services, U.S. Dept. of Agriculture, Md. Dept. of Housing and Community Development, Md. Dept. of Human Resources, Md. State Dept. of Education, Md. Dept. of Health and Mental Hygiene, Ausherman Family Foundation, The Community Foundation of Frederick County, Delaplaine Foundation, G. Frank Thomas Foundation, George L. Shields Foundation, Randall Charitable Trust, United Way of Frederick County, William E. Cross Foundation, and the Women's Giving Circle.