

# FREDERICK COMMUNITY ACTION AGENCY

## Description of Programs and Services



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**G. Frank Thomas Foundation ♦ George L. Shields Foundation**  
**Community Foundation of Frederick County**  
**United Way of Frederick County**



**THE COMMUNITY FOUNDATION  
of FREDERICK COUNTY**  
*For Good. Forever. For Frederick County.*

**United Way  
of Frederick County**



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# FREDERICK COMMUNITY ACTION AGENCY

## Agency Overview

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. The major programs operated by the FCAA can be categorized into six (6) broad program areas described below:

## Food and Nutrition Programs

**Frederick Soup Kitchen:** The Frederick Soup Kitchen provides an evening meal seven days a week and serves over 2,400 meals per month. Started in 1984, the Frederick Soup Kitchen is staffed by a paid cook and over 250 volunteers who serve a free evening meal to anyone in need. The Frederick Soup Kitchen serves up to 110 people a night and more than 30,000 meals are served annually.

**Frederick Foodbank:** The FCAA operates the Frederick Foodbank that serves approximately 600 to 800 households each month. Started in 1983, the Frederick Foodbank is staffed by 50 volunteers and provides a 3- to 5-day supply of food to families and individuals that are experiencing an economic crisis and cannot afford their groceries.

**Summer Food Service Program:** Funded by the U.S. Department of Agriculture, the Summer Food Service Program was initiated during the summer of 1994. The program provides a free lunchtime meal to children age 18 and younger and targets lower-income children who receive free or reduced-price lunches during the school year. The nutritious and balanced meals are served Monday through Friday during the months of June, July, and August.

**Backpack Program:** Through a partnership with Hillcrest Elementary School, FCAA staff members 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 when school meals are not available.

## Outreach and Transportation Programs

**Outreach Services:** FCAA outreach workers perform outreach to local shelters, streets, woods, and other areas where people that are homeless can be found. Staff members strive to meet people who are homeless, familiarize them with available resources, and build trusting relationships.

**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.

***“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.”***

**Senator Hubert H. Humphrey ~ November 1, 1977**

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## Health Care Programs

**Health Care for the Homeless:** The Health Care for the Homeless (HCH) program, initiated in 1989 through a federal grant, provides primary health care, case management, and supportive services to people that are homeless – serving about 1,200 people annually. The FCAA operates a primary health care clinic that is staffed by nurse practitioners, physician assistants, physicians, medical assistants, and case managers.

**Medical Assistance Provider:** Under the Maryland Medical Assistance (Medicaid) Program, the FCAA is a participating provider with the following Managed Care Organizations: Priority Partners MCO, Maryland Physicians Care MCO, Riverside Health MCO, and Amerigroup MCO. The FCAA also serves patients that have Unrestricted Medical Assistance benefits.

**Access to Care Program:** Funded in part by the Maryland Community Health Resources Commission, the Access to Care (ATC) Program provides primary health care services to adults and children who are uninsured, ineligible for other health care programs, and have a total household income at or below 200% of the federal poverty level (FPL), as adjusted for the size of the family.

**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 during the summer of 2011. The School-Based Health Center serves students from Lincoln, Hillcrest, Waverley, and Monocacy Elementary Schools as well as their younger siblings.

**Medbank Program:** Through the Medbank Program, FCAA case managers help people to access free prescription medications made available through patient assistance programs operated by pharmaceutical manufacturing companies.

## Housing and Weatherization Programs

**HUD-Approved Housing Counseling Agency:** The FCAA is a *HUD-Approved Housing Counseling Agency* and provides pre-purchase, default, reverse mortgage, and rental counseling as well as homebuyer education classes for first-time homebuyers. FCAA Housing Counselors also administer the State-funded Community Partners Incentive Program and the House Keys for Employees of the City of Frederick – both programs provide down-payment assistance to first-time homebuyers.

**Weatherization Assistance Program:** The Weatherization Assistance Program provides home weatherization services for income-eligible households living in Frederick County. Households eligible for weatherization must have incomes at or below 200% of the federal poverty level and meet other criteria. The family may rent or own their home, but renters must obtain landlord permission.

**Bay Restoration Fee Exemption Program:** The Bay Restoration Fee Exemption Program allows lower-income homeowners and renters that are paying a City of Frederick water and sewer bill to request an exemption from the Bay Restoration Fee, which collects funds for the environmental restoration of the Chesapeake Bay.

**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 twenty-one (21) scattered-site Housing First units that house twenty-five (25) different individuals; supportive services like case management and primary health care are provided by FCAA staff.

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## Homeless Service Programs

**PATH Project:** The federally funded PATH Project provides case management, outreach, and transportation services to people that are homeless and have a serious mental illness. Initiated in 1992, PATH Project staff work closely with therapists and psychiatrists from other agencies to ensure adequate access to mental health treatment services for people that are homeless.

**SOAR Program:** The SSI/SSDI Outreach, Assessment and Recovery or SOAR Program helps people that are homeless and disabled 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.

**Transitional Shelter:** The Frederick Transitional Shelter for Homeless Families 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 serves approximately 60 households on annual basis.

**Transitional Apartments:** The Transitional Apartments provide long-term transitional housing and supportive services for families in need of transitional housing. Families residing in the Transitional Apartments must first be admitted to and stabilized at the Transitional Shelter.

**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. Four (4) to six (6) individuals are employed part-time to perform a variety of beautification projects in downtown Frederick.

## Energy Assistance Programs

**Office of Home Energy Programs:** The FCAA Office of Home Energy Programs 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 to 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), the Electric Universal Service Program (EUSP), and the Utility Service Protection Plan (USPP).

## FCAA Program Facilities and Offices

### **FCAA Foodbank Program**

George L. Shields Foodbank Facility  
14 East All Saints Street, Frederick, MD 21701  
Telephone: 301-600-6263 or 301-600-6265

### **FCAA Housing & Weatherization Offices**

121 South Market Street, Frederick, MD 21701  
Weatherization Assistance Program: 301-600-3974  
Housing Counseling Program: 301-600-3966



**FCAA Office of Home Energy Programs**  
Frederick County Department of Social Services  
100 East All Saints Street, Frederick, MD 21701  
Telephone: 301-600-2410

