

FREDERICK COMMUNITY ACTION AGENCY

Annual Report to the Community

Fiscal Year 2017: July 1, 2016 through June 30, 2017



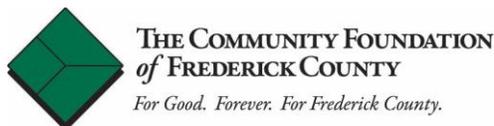
Hon. Randy McClement, Mayor, City of Frederick
Seaven Gordon, Chairman, Community Action Board of Directors
Chris Bickle, President, Friends for Neighborhood Progress, Inc.
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With major support from Frederick County Government
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FREDERICK 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 2017, the FCAA served 12,077 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 25,984 nutritious meals during FY 2017.

Frederick Foodbank: Approximately 600 to 700 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 2017, the Frederick Foodbank provided food to 2,685 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 USDA, 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 15,063 meals were served during the summer of 2016 and a total of 14,001 meals were served at thirteen (13) feeding sites during the summer of 2017.

Backpack Program: Through a partnership with Hillcrest Elementary School, FCAA staff members and volunteers fill 450 backpacks with nutritious food items every two weeks 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 and parents may be working.

After-School Dinner Program: During FY 2017, FCAA staff members prepared and delivered 2,199 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 and Weatherization 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 1,044 households during FY 2017 including 300 families facing mortgage defaults and 706 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 159 housing units were weatherized during FY 2017, eighty-seven (87) inefficient or dangerous HVAC systems were replaced, 18 inefficient refrigerators or freezers were replaced, and an additional 48 weatherization jobs are in progress.

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 10,229 encounters (client contacts) with 2,943 different homeless or lower-income clients occurred during FY 2017.

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; 1,089 client transports were performed during FY 2017.

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 514 homeless clients received PATH services during FY 2017.

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 helps people to obtain necessary documents, such as birth certificates and photo identification cards, needed to apply for benefits. During FY 2017, a total of 9 homeless adults applied for disability benefits through the SOAR Program and all 9 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 11,587 bednights (one person in one bed for one night) of shelter to 101 different persons (adults and children) during FY 2017. Sixteen (16) families "graduated" into permanent housing.

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 2,789 bednights of shelter to 18 different persons (adults and children) during FY 2017.

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 19 scattered-site Housing First units that currently house 23 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 2017, a total of seven (7) 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."
Vice President Hubert H. Humphrey ~ November 1, 1977

Health Care Programs – a total of 1,474 patients were served in the following programs:

Community Health Center: On August 15, 2015, the FCAA was awarded a federal Community Health Center grant and was designated a Federally Qualified Health Center (FQHC). The FCAA Community Health Center provides primary health care services to adults and children that have incomes at or below 200% of the federal poverty level. A total of 925 uninsured patients were seen during FY 2017 for a total of 2,099 medical encounters.

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 282 different patients that were homeless were treated in the clinic during FY 2017 for a total of 613 medical encounters (visits to the clinic).

Medical Assistance Provider: In addition to other health care services, the FCAA is a participating provider with Priority Partners MCO, Maryland Physicians Care MCO, Amerigroup MCO, University of Maryland Health Partners MCO, and also accepts patients with Unrestricted Medical Assistance. A total of 230 patients with Medical Assistance were seen for a total of 430 medical encounters during FY 2017.

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; 276 patients were seen for a total of 666 medical encounters during FY 2017.

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. During FY 2017, the FCAA Office of Home Energy Programs administers the Maryland Energy Assistance Program (MEAP) that served 2,812 families; the Electric Universal Service Program (EUSP) that served 2,779 families; and an additional 344 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, Community Foundation of Frederick County, G. Frank Thomas Foundation, George L. Shields Foundation, Dr. Henry P. and M. Page Durkee Laughlin Foundation, Laughlin Family Fund, United Way of Frederick County, William E. Cross Foundation, and the Joseph D. Baker Fund.