

# FREDERICK COMMUNITY ACTION AGENCY

## Annual Report to the Community

Fiscal Year 2016: July 1, 2015 through June 30, 2016



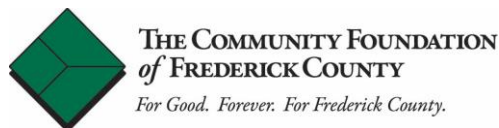
**Hon. Randy McClement, Mayor, City of Frederick**  
**Seaven Gordon, Chairman, Community Action Board of Directors**  
**Chris Bickle, President, Friends for Neighborhood Progress, Inc.**  
**Mike Spurrier, CCAP, Director**



**100 South Market Street, Frederick, Maryland 21701**  
**Telephone: 301-600-1506 ◆ Fax: 301-662-9079**  
**Website: [www.cityoffrederick.com/fcaa](http://www.cityoffrederick.com/fcaa)**



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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 2016, the FCAA served 12,323 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 26,439 nutritious meals during FY 2016.

**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 2016, the Frederick Foodbank provided food to 2,933 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 16,232 meals were served during the summer of 2015 and a total of 15,063 meals were served at eleven (11) feeding sites during the summer of 2016.

**Backpack Program:** Through a partnership with Hillcrest Elementary School and West Frederick Middle School, FCAA staff members and volunteers fill 250 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:** During FY 2016, FCAA staff members prepared and delivered 3,215 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 919 households during federal fiscal year 2015 including 481 families facing mortgage defaults and 382 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 118 housing units were weatherized during FY 2016, twenty-seven (27) inefficient or dangerous HVAC systems were replaced, 12 inefficient refrigerators or freezers were replaced, and an additional 84 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 10,180 encounters (client contacts) with 2,799 different homeless or lower-income clients occurred during FY 2016.

**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; 1,355 client transports were performed during FY 2016.

## **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 433 homeless clients received PATH services during FY 2016.

**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 2016, a total of 12 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 13,020 bednights (one person in one bed for one night) of shelter to 119 different persons (adults and children) during FY 2016.

**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 4,759 bednights of shelter to 17 different persons (adults and children) during FY 2016.

**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 18 scattered-site Housing First units that currently house 22 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 2016, a total of five (5) 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

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## **Health Care Programs** – a total of 1,389 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 322 different patients that were homeless were treated in the clinic during FY 2016 for a total of 611 medical encounters (visits to the clinic).

**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 751 uninsured patients were seen during FY 2016 for a total of 1,738 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 309 patients with Medical Assistance were seen for a total of 581 medical encounters during FY 2016.

**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; 308 patients were seen for a total of 690 medical encounters during FY 2016.

## **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 2016, the FCAA Office of Home Energy Programs administers the Maryland Energy Assistance Program (MEAP) that served 3,170 families; the Electric Universal Service Program (EUSP) that served 3,127 families; and an additional 334 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, Joseph D. Baker Fund, and the Women's Giving Circle.