

# FREDERICK COMMUNITY ACTION AGENCY

## Annual Report to the Community

Fiscal Year 2011: July 1, 2010 through June 30, 2011



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with support from the United Way of Frederick County



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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 the Friends for Neighborhood Progress, Inc. with support from the Frederick County Government and the United Way of Frederick County. Annual financial reports for the City of Frederick and the Friends for Neighborhood Progress, Inc. are available upon request. Specific statistics for major programs are 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 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. The Frederick Soup Kitchen served a total of 29,722 meals during FY 2011.

**Frederick Foodbank:** The Frederick Foodbank is operated as a partnership between the FCAA and the Religious Coalition for Emergency Human Needs. 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 2011, the Frederick Foodbank provided food to 7,044 needy families (families may have been served more than once). 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 was initiated during the summer of 1994. The program provides a free lunchtime meal to children age 18 and younger and targets low-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. A total of 15,209 meals were served during the summer of 2010 and a total of 18,205 meals were served at nine (9) feeding sites during the summer of 2011.

**Backpack Program:** Through a partnership with Hillcrest Elementary School, FCAA staff members fill 150 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 Snack Program:** FCAA staff members order and distribute nutritious snacks for After-School Programs operated by Frederick Alliance for Youth and the Police Activities League (PAL). The cost of the food items is reimbursed by the USDA and the administrative costs of operating the program are minimized by combining two (2) different after-school program feeding sites into a single program administered by the FCAA.



"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

## **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 316 homeless clients received PATH services during FY 2011.

**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 9,330 bednights (one person in one bed for one night) of shelter to 84 different persons (adults and children) during FY 2011.

**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 2,939 bednights of shelter to 19 different persons (adults and children) during FY 2011.

## **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 rental counseling as well as homebuyer education classes for first-time homebuyers. FCAA Housing Counselors also assist lower-income homeowners in applying for housing rehabilitation loans and grants. FCAA housing counselors assisted a total of 903 households during federal fiscal year 2010 including 616 families facing mortgage defaults and 236 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 124 housing units were weatherized during FY 2011, forty-three (43) inefficient or dangerous furnaces were replaced, and an additional 383 households are awaiting weatherization services.

**Housing Rehabilitation Program:** Utilizing funds from a variety of resources, the FCAA provides small grants (usually less than \$5,000) to lower-income homeowners to address emergency and/or health and life-safety repairs in owner-occupied housing. A total of 8 housing units received rehabilitation services during FY 2011 and a total of \$19,026 was expended.

**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 ten (10) scattered-site Housing First units that house thirteen (13) formerly homeless adults; supportive services like case management, health care, and transportation are provided by FCAA staff.

**Rental Housing:** In addition to other Housing Assistance Programs, the FCAA manages five (5) units of project-based Section 8 rental housing located in two (2) apartment buildings owned by the City of Frederick.

**Community Action - Helping People, Changing Lives!**

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## **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 4,737 encounters (client contacts) with 2,137 different homeless or lower-income clients occurred during FY 2011.

**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; 798 client transports were performed during FY 2011.

## **Case Management Programs**

**Service-Linked Housing Program:** The Service-Linked Housing (SLH) Program provides case management and outreach services to lower-income renters and homeowners residing in permanent housing. The SLH Program targets formerly homeless families including those residing in public housing or Section 8 subsidized housing. During FY 2011, a total of 209 families were served through the Service-Linked Housing Program; 33% of those served currently reside in subsidized housing and 39% of those served are formerly homeless.

## **Health Care 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, physicians, outreach workers and case managers. A total of 765 medical encounters (clinic visits) and 901 case management encounters occurred during FY 2011.

**Primary Adult Care Program:** The state-funded Primary Adult Care (PAC) Program provides primary health care, case management, and ancillary services to very low-income adults enrolled in the program. The PAC program serves approximately 250 lower-income, uninsured adults on an annual basis and a total of 653 medical encounters occurred during FY 2011.

**Access to Care:** The Access to Care (ATC) program was initiated in April 2008 through a grant from the Maryland Community 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 1,516 medical encounters occurred during FY 2011.

**Medical Assistance Provider:** In addition to other health care services, the FCAA is a participating provider with Priority Partners MCO and Maryland Physicians Care MCOs and also accepts patients with Unrestricted Medical Assistance. A total of 419 medical encounters occurred during FY 2011.

**School-Based Health Center:** Through a partnership with Frederick County Public Schools and the Ausherman Family Trust, the FCAA began operating a School-Based Health Center (SBHC) during the summer of 2011. Staffed by a Pediatric Nurse Practitioner, the SBHC now serves students from Lincoln, Hillcrest, and Waverly Elementary Schools as well as their younger siblings.

**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 2011, a total of 243 clients were assisted and received prescription medications valued at \$201,649.