

Falmouth Service Center Executive Director Annual Report

October 17th, 2007

FSC CLIENT DATA

- ❖ Food Distribution Statistics from October 1, 2006 to September 30th, 2007:
 - 9,232 household visits for food (7,705 visits the previous year).
 - Food was distributed to 22,169 individuals (18,796 individuals last year).
 - 21,043 bags were distributed compared to 18,389 in FY06.
- ❖ \$75,527.13 in financial assistance to ease life stresses was provided to 243 households; almost half of those were for housing stabilization. We revamped our financial assistance application process to include more emphasis on engaging the client in building a greater safety net of other supports for their household prior to our providing funds. Betsy Doud is the Budget Consultant and Teacher; she works individually with all these clients to help them make choices that better enables them to help themselves. Fuel Assistance (Bea Vincent and Jayne Skelly mastermind this important program) and On-line Food Stamp Applications (efficiently managed by Bev Ament and Mike Ward) are processed by appointment and continue to be part of the expanded safety net we provide here at FSC.
- ❖ 643 Thanksgiving packages were distributed up from 448 in 2006.
- ❖ 407 Families received toys for a total of 855 children in 2006, compared to 293 Families receiving toys for a total of 611 children the previous year.
- ❖ 310 children benefited in 07, (253 in 06, 57 in 05) from the third year of Kathy Hall's Fresh Start program. Donations in excess of \$30,000 and dozens of tireless volunteer shoppers and packers made this program highly successful.

PROGRAMMING INSIDE AND OUT:

IN-HOUSE GROWTH AND CHANGE:

- Capital Plan developments handled by Roy Smith included:
 - Adding new parking in the rear (donated by Jerry Lynch)
 - Painting the exterior of the building
 - Lighting the front sign and entry area (paid for through a grant from the Woods Hole Foundation)
 - We did not purchase a new walk in refrigerator or refrigerated truck as we had initially planned, those items will be considered as we review this years expenditures.
- Staffing and Volunteer Development:
 - Monthly staff meetings with core staff and volunteers have helped to facilitate communication and to continually help us refocus on our mission and future direction.
 - We altered our volunteer application to ask for prior experience to help us better match new volunteers with positions and are only conducting 3 annual trainings for new volunteers. Additionally we have begun to focus on current volunteer satisfaction and utilizing unrealized talents among the hundreds of dedicated folks already involved. Client and Staff Satisfaction Surveys (created and tallied by Mike) have provided insight in these areas.
 - Bill and Illona Geise have filled in a huge void with the loss of an AmeriCorps worker and worked miracles in our Community Garden. This has been the best garden season in our history!
 - Rich Miner has worked hard with the help of Carol Martin to expand our Home Delivery Program to 2 times a month. The energy needed to handle the individual needs of each client and dozens of drivers is no small feat. The recipients of these meals are truly grateful and would be marginalized without this support.

- Brenda and Carol have developed an expanded connection with Emerald House which began last year. Facilitation of monthly volunteer meetings and additional space and communication discussions are in place to support the wonderful work of this core of our volunteers.
- Warehouse management has been aptly handled by Dave especially with the introduction of the fork lift. We continue to look for new ways to involve our old warehouse volunteers in productive and meaningful areas and to organize our product in an efficient manner.

OUTREACH AND PARTNERSHIPS:

- Our Supporters are Expanding:
 - The Faith Community continues to expand meaningful financial and personal support. Just about every organized faith community contributes food, funds and friends to our efforts. In addition many of our neighbors in need are referred through this important caring network.
 - The Banking Community has stepped up their philanthropic involvement. This year, Cape Cod Five (\$20,000 for fork lift), Bank of America (\$20,000 for Fresh Start), Citizen's (150 backpacks and ongoing volunteers and networking) and Rockland (over \$1,500 in donations, ongoing food drives, 100 best stories winner, and a staff that goes out of their way to manage our accounts and work with our clients in need) rise to the top as going above and beyond!
 - The Enterprise Community Fund came close to \$115,000 this past year, with new donors, added energy and a dedication that truly epitomizes what makes Falmouth special. Additionally we have several major donors who are stepping up as they see their staff, and their neighbors struggling to maintain a living wage.
- Our Human Services Partners, locally and statewide are the glue that keep us moving forward and sustain our energies and efforts on behalf of our neighbors in need. The following were prominent during the past year.
 - The Hunger Network
 - Project Bread
 - The Greater Boston Food Bank
 - The HOPE initiative and Community Foundation
 - Barnstable County Human Services Department and the Advisory Board
 - Barnstable County Sheriff's Re-entry Program
 - Community Action of Cape Cod and the Islands
 - Duffy Homeless Outreach Initiative
 - Falmouth Human Services Department and Committee
 - The Cape Cod Times Needy Fund
 - Saint Vincent de Paul
 - The Falmouth Prevention Fund
 - Wings for Falmouth Families
 - Salvation Army

OUR THREE MOST IMPORTANT CHALLENGES AND EFFORTS IN THE COMING YEAR:

1. **Transitional Housing, Sober Housing, and initiation of some of the recommendations of the initial report on this issue in our community.**
2. **Not creating any new programming here at FSC, but focusing on what we do now and maximizing our volunteer expertise to better reach those in need and support efforts toward self-sufficiency.**
3. **CELEBRATE THE WORK OF THE PAST 25 YEARS OF THOUSANDS OF DEDICATED PARTNERS THAT BROUGHT FALMOUTH SERVICE CENTER TO THIS MILESTONE ANNIVERSARY.**