

Falmouth Service Center Newsletter

Volume 11, Issue 3

October November December

Fall/Early Winter 2011



LETTER FROM THE DIRECTOR

I have this wonderful book of quotations compiled by Dan Zadra. Every once in a while when we've had a day filled with sad situations and chaotic encounters here at FSC, I pull the book out and find some much needed solace and inspiration. One quote that truly reminds me of why FSC exists and how much of a difference we can each make in the lives of those around us is by Kobi Yamada. He says: "Believe that there's a light at the end of the tunnel. Believe that you might be that light for someone else." As we all know in our lives there are good times and there are bad times. What's hard to witness is when one person or one family seems to have all the bad times and never any good. For them, we need to shine our light all that much brighter to guide them out of the darkness and yet be careful not to extinguish our flame in the process.

The other day I was sitting with a volunteer, one of the dedicated 379 here at FSC, and she had just had an encounter that left her feeling sad and happy all at once. The client had been incredibly polite, didn't want to take more than a few items, and was very embarrassed to be in need of the help. This particular volunteer is always so approachable and kind that it was a match meant to be. Before the client left with her items she had turned to the volunteer and quietly said, "You brought sunshine to my day. No one else takes the time to smile with me or talk to me." The smile was the light that client needed to navigate her way through a difficult path. Often, our clients, people we pass on the street or others that we don't even see are moved by a word, a smile or simply an acknowledging glance. It really is simple to make the effort to connect in a world where so many feel disconnected.

I'm challenging each of you to take the work we do here at FSC out into the greater community during the harvest and solstice seasons. The work of making connections, even putting a smile in your voice, is a work of love. Another poet in Zadra's book, Robert Green Ingersoll says: "We rise by lifting others." Let's all rise up and make life here in our corner of the world a better place because we were here. Please email me your stories at fsc_dir@falmouthservicecenter.org so I can pull them out on a day I need inspiration! ... Bren

OUR MISSION

The causes and impact of financial hardship are far-reaching. It is our mission to ease stress, reduce hunger, and improve the quality of life for our neighbors in need. Our vision is to increase self-sufficiency by helping to build strong support networks among clients, agencies and neighbors.

FALMOUTH SERVICE CENTER BOARD OF DIRECTORS

Joanne E. Bayles, Karen Cardeira, Elyse DeGroot, Francis DeYoung, Betsy Doud, Len Kreidermacher, H. Russel Lemcke, Rich Miner Jr., Dana Miskell, Robert Murphy, Robert Murray, Deborah L. Netto, Jeffrey W. Oppenheim, Carie Schmieder, Brenda Swain (ex officio), and Ali Thomas

UPDATES

THE NEWSLETTER GOES GREEN...MANY WAYS TO SIGN-UP!

Currently we print over 4000 newsletters which is a tremendous amount of paper. So, in an effort to save trees and mailing costs we have decided to move our newsletter to an online format. Midwinter, we will be sending out brief monthly updates in addition to our newsletter - all of which will be sent by email. **In order to receive these new online newsletters... we will need your email address by February 15, 2012.**

There are several ways to sign up for our new online newsletter: 1. You can **Text-to-Join**: Just text the word SERVICECENTER to 22828 and you will be able to join. 2. You can **go to our website** and click on the "Join our Mailing List" button. 3. Alternatively, **send us an email** at newsletter_fsc@falmouthservicecenter.org to let us know your email address. 4. Lastly, if you do not have email and would like to get our paper version, we will still print and mail a small number. In order to continue to get the paper version of the newsletter, **please call us** at 508-548-2794. Thank you to those of you who have already sent in your email and cancelled your regular mail subscription.

A CASEWORKER SENT TO MAKE A DIFFERENCE

Kathleen Botelho has been working for Duffy Health Center as a Housing Case Manager with her office here at FSC since March of 2011. After 6 months it has become crystal clear that there is a huge need for her services and that the homeless population in Falmouth is growing as the stagnant economy creates further loss of income and housing instability.

In a report that Kathleen prepared in June, she says the following: "People work 40 hours a week; they work hard and cannot afford a place to live. Many of the people who are in need of affordable housing are not sitting home collecting government assistance. They bag our groceries at the supermarket, wait on our tables at restaurants, collect our garbage and sit next to us in our offices.

My hope for the next several months is to create more awareness of the desperate need by so many in this community for a stable and affordable place to live. The need for safe and affordable housing is a VERY REAL problem for hundreds of families and individuals in the Town of Falmouth."

The next steps are beginning. Kathleen is working with Brenda from FSC and Karen Cardeira from Falmouth Human Services to bring together a group of Falmouth agencies, landlords, businesses and community members to work on a plan and to determine how we can better meet the needs of our residents struggling to stay housed in our community. With additional training and a multipronged approach we are determined to confront this growing concern.

Strategic Plan Update

Thank you again to the hundreds of individuals who participated in our yearlong Strategic Planning process. With our Parking Area completed we have now moved on to the next phases of the plan as outlined in our newsletter last spring. Construction Drawings are in their final stages and we anticipate construction will begin after the busy holiday season is behind us.

The main focus of our building renovation will be to:

1. Increase the usable square footage of the building by one-third without increasing the building's footprint.
2. Enlarge the food pantry distribution area allowing clients the ability to make more food choices and create a better flow for the distribution process.
3. Move our intake and application processing to a second floor location that offers more individualized space for confidential discussions.
4. Improve our carbon footprint.
5. Better organize our volunteer and office areas.

We are excited about this project which will create a more efficient building for our clients, volunteers, and donors. In the January issue of our newsletter we will provide details of ways in which you can support this much needed reorganization.

We need clean, gently used fall & winter clothing for both Emerald House and our clothing boutique @ FSC .

This Holiday Season

In preparation for holiday distributions, the Falmouth Service Center needs your help to help our neighbors in need. We distribute to clients on Monday, November 21st and Tuesday, November 22nd. Before then, we need ...



**Cranberry Sauce, Gravy,
Canned Vegetables, Stuffing,
Quick Bread Mixes,
Canned or Fresh Hams,
Frozen Turkeys, Whole Chickens, Fresh Vegetables,
Home Baked Breads and Pies**

Sunday, November 20th from 1 to 4 pm

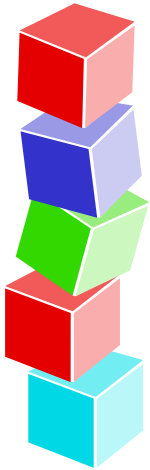
We will be open in our warehouse to receive these items.

Take this opportunity to begin your Thanksgiving week giving to others by dropping off food and/or helping to prepare the baskets for our neighbors.

Help Us, Help Children

We especially need the following items for our Service Center Gift Distribution on Tuesday, December 20th through Thursday, December 22nd:

We need to receive NEW toys by Wednesday, December 14th.



- ❖ \$15 Gift Certificates for teens (Gas cards, CVS, TJ MAXX, The 99...)
- ❖ Sports items, arts and crafts kits for 8 to 12 year olds
- ❖ Items for older teens: DVDs, video games, boxed book sets, watches, movie passes, and/or ask your own teens what they might want
- ❖ Educational toys for toddlers
- ❖ Bikes are always appreciated
- ❖ Games and puzzles the whole family can enjoy
- ❖ New books for children of all ages
- ❖ Wrapping paper, tape, ribbons, bows

Please call FSC (508-548-2794) with questions.

FRESH START PROGRAM

"Thank you for the Patriots backpack! I love it!" These are the words of a first grader heading off to school this year with a brand new backpack thanks to the Fresh Start program. Fresh Start has once again offered school age clients in Kindergarten through Grade 12 the opportunity to start anew on that first day of school.

This year, volunteers headed by Ann Davis and supported by hundreds of donors provided clothing and backpacks to over 280 Falmouth children. An additional 30 backpacks filled with school supplies were delivered to the elementary and middle schools for distribution by school staff. Many parents and guardians expressed gratitude that

went beyond thankfulness as they wouldn't have been able to provide anything this year without the support of the FSC community. One parent sent in this thank you note:

"Thank you so much for your generous donations to the families in Falmouth. It is greatly appreciated. You have blessed my family and it is a great help for the many that are having difficult times right now."

Kathy Hall, the founder of Fresh Start, truly made a difference in Falmouth! We miss her smile and her energy but her enthusiasm for helping the children of Falmouth lives on in this program.

ANNUAL MEETING/VOLUNTEER APPRECIATION

Save the Date - **Wednesday, October 19th 12-2 p.m.** - Our Annual Meeting is open to the entire community at The Navigator Portuguese American Club on Sandwich Road. **RSVP by October 11th**; space is limited. We will be hearing updates about the Service Center and will have time to enjoy each other's company. In addition, we will be hearing from one of our clients to highlight the difference a caring crew of volunteers can make.

This and That @ FSC

Event	Date	Time and Location
Help with State Health Insurance Duffy Health Center Mobile Van Community Action Committee (CAC) Community Health Center of Cape Cod	Every Monday Every Wednesday night Every Thursday	9am -3pm @ FSC 5pm-7pm @ FSC 10am-12pm @ FSC
Budget Classes Financial Assistance Consultation	Mondays (2 nd /4 th) By Appointment Only	3:30pm call for dates
Food Stamp Application Assistance	By Appointment	5 days/week @ FSC
Cooking Demonstrations with Barnstable County Extension	Mondays (bi-monthly)	10am -12pm @ FSC
Garden Workdays - All hands welcome!	September 17, October 15 October 7 AmeriCorps Service Day-	9-11am @ FSC Community Garden 8AM - 4PM
Columbus Day	Monday, October 10	CLOSED
FSC Annual Meeting	Wednesday October 19	12:00-2:00 p.m. Navigator Club
Veterans' Day	Friday November 11	CLOSED
Thanksgiving Drop Off	Sunday November 20	1:00-4:00 p.m. FSC Warehouse
Thanksgiving Distribution	Monday / Tuesday November 21 & 22	Monday 10:00 a.m. - 4:00 p.m. Tuesday 10:00 a.m. - 3:00 p.m.
Thanksgiving	November 23, 24, 25	CLOSED
Toy Distribution	Tuesday / Wednesday /Thursday December 20, 21, 22	By appointment only
Christmas	December 23 & 26	CLOSED

Web: www.falmouthservicecenter.org Email: info@falmouthservicecenter.org

Ph: 508-548-2794 Fax: 508-548-3592

Hours: Monday 10 AM - 6 PM: Tuesday 10 AM - 2 PM: Wednesday 5 PM - 7 PM: Thursday 10 AM-2 PM: Friday 10 AM - Noon