

# **Human Services Programs of Carroll County, Inc.**

## **FY15 Annual Report**



**Carroll County's  
Community Action Agency**

**[www.hspinc.org](http://www.hspinc.org)**

**410-857-2999**



*From the Senior Leadership Team,*

*Human Services Programs of Carroll County, Inc. (HSP) is proud to be the Community Action Agency for our county, providing a safety net for our clients who are working toward self-sufficiency. We are one of 17 Community Action Agencies in Maryland, administering more than 20 different programs that address six common goals: employment, education, income management, housing, emergency assistance, and nutrition.*

*Fiscal Year 2015 was a busy and productive year. In the following report you will read about our specific programs and the numbers of Carroll County residents, totaling 9,911, who received them. We rely on so many factors coming together to make all of this possible, including our fantastic interns and volunteers, our generous funding sources and donors, and the dedicated staff who put their all into everything they do. We are especially grateful to the County Commissioners, who partnered with us to make sure that we had the resources needed to keep our homeless shelters operating without draining much-needed resources from the rest of the agency.*

*Finally, we cannot talk about FY2015 without acknowledging our leader and Executive Director, Cindy Parr, who left the agency at the end of the fiscal year. Without her perseverance, expertise and guidance our agency would not be in the strong state it is today, and we wish her well in her new endeavors in Howard County. She taught us well, and we look forward to continuing the good work of the agency into Fiscal Year 2016 and beyond.*

# **Board of Directors**

## **Officers**

President – Robert Miller  
Vice President – Perry Jones  
Secretary – David Horn  
Treasurer – Andrew Dodge

## **Members**

Diane Foster	Velma Green
Jeff Griffith	Leza Griffith
Jean Lewis	Nick Pasta
Amanda Miller	Lynn Wheeler
Chief Jeffrey Spaulding	Missie Wilcox
Frank Valenti, Jr.	Marlene Duff

Ex-officio: Cynthia Parr, Executive Director

*Human Services Programs of Carroll County, Inc. (HSP) is a private, not-for-profit corporation that is governed under by-laws established by a policy setting, volunteer Board of Directors.*

*The Board meets on the third Thursday of each month.*

*Meetings are open to the public.*

*HSP is the designated Carroll County member of the Community Action Partnership of Maryland. As such, one-third of the HSP Board is comprised of representatives of low-income people, one-third elected officials (or their designees), and one-third from the community at-large. Members serve five-year terms.*

## **Our Staff**

HSP believes that a professional, well-trained and diverse staff is critical to the effective delivery of services needed to provide assistance and advocate for the at-risk and low-income residents in our community. The success of our mission is directly attributable to our dedicated staff. We applaud our dedicated employees who serve thousands of Carroll County residents each year.

### **HSP Leadership Team:**

Executive Director	Cindy Parr
Associate Director Grants & Budgets	Colleen Baumgartner
Associate Director Housing & Shelter	Corina Canon
Director- Family Support Center	Joyce Tierney
Fiscal Officer	Beverly Davis
Human Resource Manager	Lisa Kuhn
Program Manager Emergency Assistance	Paula Reynolds
Program Manager – Opportunity WORKS	Jennifer Graybill

### **Breakdown of Positions: (79 total)**

Leadership Team	8 FT	
Operations Manager	1FT	
Program Coordinator	6 FT	
Program Specialist	9 FT	
Case Manager	6 FT	
Service Coordinator	1 FT	
Volunteer Coordinator	1 FT	
Administrative Support	6 FT	2 PT
Program & Shelter Support Staff	3 FT	28 PT
Child Development Staff	3FT	1PT
Home Visitor	1 FT	
Adult Educator	1 PT	
Report Developer	1 PT	
Data Entry	1 PT	

## **Our Funding**

HSP operates its programs through a mix of Federal, State and Local funding as well as private grants and donations.

Our grants come from an eclectic mix of over 20 different funders, including:

Carroll County, Maryland  
Maryland Department of Human Resources  
St. Paul's Foundation

Maryland Dept. of Housing and Community Development  
PNC Bank  
Maryland Family Network

Safe & Stable Families Grant  
Governor's Office of Crime Control and Prevention  
Baltimore Community Foundation

US Department of Housing and Urban Development  
Governor's Office for Children  
Office of Home Energy Programs

Maryland CASH Campaign  
Fuel Fund of Maryland  
Community Services Block Grant

United Way of Central Maryland  
Emergency Food and Shelter Grant  
Faith-Based Community Resources  
Safeway

Funding Overview	Revenues	%	Expenses / Operations	Direct Client Benefits
Federal	\$2,200,902	55.4%	\$1,040,121	\$1,160,781
County	\$874,610	21.6%	\$802,160	\$72,450
State	\$623,583	15.4%	\$608,515	\$15,068
Local	\$91,870	2.2%	\$61,870	\$30,000
Foundation	\$132,750	3.2%	\$92,750	\$40,000
Other	\$119,075	2.2%	\$119,075	-
Total	\$4,042,790	100%	\$2,724,491	\$1,318,299

Fundraising remains an on-going priority. In FY 15 the agency conducted a number of fundraising events:

- Orioles Game Night: \$1,904
- Bud's of Silver Run: \$525
- CAM (Community Action Awareness Month)  
Sponsorships: \$8,850

## Donations

Donations of monetary support and in-kind products / services are imperative to the success of HSP's programs. Household paper products, personal care items, cleaning supplies and office supplies provide valuable support to HSP's program operations and clients in shelter. New and gently used furniture and general household goods provide necessary resources for HSP clients. These items are made available *free of charge* through our Second Chances free store, to individuals and families leaving the shelters. The most needed items are: couches and chairs, table and chair sets, dressers, sets of dishes and flatware, sets of pots and pans, linens and towels. Donations of clothing, books, and toys provide necessary resources for our low-income community. The items are made available *free of charge* to anyone in need, also through our Second Chances free store. See additional information under Opportunity WORKS.

## **Volunteers and Interns**

HSP has a vibrant Volunteer and Intern program where community members and students can assist in a variety of areas of service. A full-time Volunteer Coordinator evaluates the skills and interests of prospective volunteers / interns and matches them to the appropriate program for their service. Great care is used to ensure volunteers and interns are able to contribute effectively and their experience is positive. Last year 1,350 volunteers provided 12,551 hours of service to the agency. Volunteer service included the following:

Shelter support	Gardening and lawn care
Clerical support	Child Development Care
Data entry	Mentoring
A collection / drive	Arts and Crafts
Computer technician	Website development
Housekeeping	Grant research / writing
Laundry	Cooking
Fundraising	Tax preparation

## **Outreach**

Outreach is a critical component of HSP. Information is continually provided, in person and via social media, to:

- Business Advocacy Groups
- Civic and Service Organizations
- Partner Agencies
- Private Sector Business
- Schools, Social Clubs and Youth Organizations

In addition to sharing details on the resources provided by HSP, this is the venue where fundraising, donation and volunteer opportunities are explored and encouraged. Representation at community meetings also helps to ensure HSP is aware of the many programs and resources available to assist our clients and, in turn, increase awareness of the vast array of services we provide.



## Our Programs

### Opportunity WORKS

*Provides low income individuals with the opportunity to increase their income and move out of poverty by utilizing support services, workforce development strategies, and financial education to empower participants to become independent, thriving community members.*

### Second Chances

Opportunity WORKS strategies prepare individuals with significant barriers to obtain and maintain a job. Program participants are empowered to manage Second Chances, Carroll County's only free store, along with an eBay business that generates additional income for the program. The free store also provides a necessary resource for our community.

#### Participants:

- 111 participants provided 11,013 hours of volunteer service
- 95% - had a mental health disorder (55%), substance abuse history (71%), and/or criminal background (91%)
- 95% - did not commit a crime after program entry
- 83% - mastered at least 5 skills
- 73% - resolved at least 2 barriers to employment
- 62% - maintained (11% from prior fiscal year) or increased (52%) their income through employment

#### Shoppers:

2,728 households served

#### eBay:

\$1,837.20

**The Community Garden**

*A 7,800 square foot produce and herb garden, centrally located in downtown Westminster. 100% of the harvest directly benefits our low income community.*

Over 500 pounds of produce fed over 400 households

**Economic Success Program (ESP)**

ESP provides financial education support services to low and moderate income families and individuals. ESP helps participants with budgeting, access to fair banking services, and developing solid financial habits.

Volunteer Income Tax Assistance (VITA) Site:

656 tax returns prepared

Over 1.2 million (\$1,222,774) in tax refunds to working poor families

37 households purchased 114 Tax Time US Savings Bonds, totaling \$5,700

91 Households requested direct deposit onto a PNC Visa Card

Opportunity WORKS expanded to provide year round financial education capacity building services.

81 clients attended 74 financial education workshops

37 clients elected to enroll in the Economic Success

Program and received one-on-one financial coaching ranging from banking basics, budgeting, to identity theft protection and credit repair

### **The Child and Adult Care Food Program**

The CACFP allows enrolled, licensed family child care providers the opportunity to be partially reimbursed for the nutritious meals and snacks they serve to the children in their care. Providers receive guidance in how to plan and provide USDA-approved meals. In FY 15 80 providers participated in the program, providing 207,835 meals and snacks to over 500 children. A total of \$196,358 was reimbursed to these providers in the year.

### **The Carroll County Family Support Center**

The Family Center provides center-based and home visiting services to strengthen parents and their children under four years of age. Parents and children attend the center together to learn and grow. Center-based services focus on strengthening the self-sufficiency and effectiveness of parenting skills, and promote parent/child bonding. In FY 15, 95 families participated in center-based and/or home visiting services, which included:

- Adult Education (GED and ESOL)
- Computer Literacy
- Basic Life Skills
- Health
- Case Management
- Parent Leadership
- Job Readiness
- Outreach and Peer Support
- Transportation to and from the center

The Center's Home Visitor works with parents and children in their homes, utilizing the Parents As Teachers curriculum.

Families have the opportunity to engage in group activities and special events in the center.

## **Housing and Shelter Programs**

Provides the basic need of shelter for those in our community who are homeless, and assists with the transition into permanent housing to promote self-sufficiency.

**Coordinated Intake for Shelter and Housing Programs:** The Intake Coordinator received 1,564 phone inquiries about shelter and housing services in FY 15. Through these phone assessments, it was determined that nearly half were not eligible for homeless services at this time because they were either not homeless, or did not live in Carroll County. These callers were referred to other service providers. Callers assessed as residents who are currently or imminently at risk of homeless were given an appointment. More than half of the individuals did not show up for their appointment for various reasons. Three hundred and thirty two (332) “Head of Households” were seen, assessed and referred to housing and shelter services and each was given information and packets on community resources.

### **Housing:**

Stable and affordable housing, paired with essential case management for previously homeless and at-risk individuals/families. In FY 15, 144 individuals (78 adults and 66 children comprising 57 families) were served through our housing programs:

- Emergency Solutions Grant
- Permanent Supportive Housing for Persons with Disabilities
- Rental Allowance Program
- Service Linked Housing

**Shelters:**

Safe housing, nutritious food, laundry facilities, shower facilities, essential case management (excluding Cold Weather Shelter) and referral to mainstream community resources, provided to homeless individuals and families. In FY15, 444 individuals were served in these shelters:

***Intact Family Shelter*** – 23 beds/84 nights maximum stay. Housed 41 adults and 36 children.

***Women and Children’s Shelter*** – 23 beds/84 nights maximum stay. Housed 62 women and 38 children.

***Domestic Violence Safe House*** – 8 beds /60 nights maximum stay. Operated in partnership with Family & Children’s Services. Provided housing safety for 41 women and 39 children.

***Men’s Shelter*** – 8 beds/84 nights maximum stay. Housed 40 men.

***Safe Haven Shelter*** – 25 beds/no maximum stay limit. This is a long-term shelter for adults with serious mental health issues. Housed 49 adults.

***Cold Weather Shelter*** – 25 person capacity per night, open seasonally from November 15 through March 31). This shelter was operated in partnership with 175 registered volunteers, and housed 159 adults.

### **Emergency Assistance**

*Homelessness prevention through financial support to maintain or secure housing and/or essential utilities.*

With support from over 20 community partners, assisted 1,459 households in Carroll County with a total of \$1,128,201.86 in assistance.

- 1,200 Households received help restoring or maintaining electric
- 61 Households received help with eviction or foreclosure prevention
- 115 Households received security deposit help
- 140 Households received heating fuel
- 97 Households were helped with maintaining or resuming water service

### **Energy Assistance-**

The local Office of Home Energy Programs (OHEP) provides financial support to keep clients' utility and heating costs affordable in relation to their household income. OHEP includes the following programs:

- Maryland Energy Assistance Program (MEAP)**
- Electric Universal Service Program (EUSP)**
- EUSP Arrearage (for help with past due bills-only available once every 7 years)**

HSP processed 3,378 applications resulting in \$2,632,546.86 in grants awarded for clients.

**Family Links-** Financial assistance and case management services to help guide clients toward self-sufficiency. Services may include goal setting, budgeting, advocacy and appropriate referrals.

Family Links assisted 392 households with a wide range of needs

- 239 Households benefited from assistance with budgeting
- 66 Birth Certificates and Photo Ids were obtained in order to assist clients in applying for other programs and benefits in Carroll County
- 28 Households received assistance with transportation through CATS vouchers
- 20 Households benefited from receiving ongoing Case Management
- 8 Households benefited from a home computer through CompuKids  
HSP is no longer a referring agency for the CompuKids and Tech Works Programs. This explains why our numbers are down.
- 7 Households were able to obtain a free cell phone through SafeLink
- 7 Households were assisted with obtaining Dentures
- 6 Individuals received eye exams and glasses
- 3 Households were helped with cars through Vehicles for Change

Family Links completed the first year of a new partnership with the United Way of Central Maryland, called the Family Stability Initiative. Through this new program, Family Links served 12 families and met the goal of keeping these families housed and the children in their school of origin.