

# FREDERICK COMMUNITY ACTION AGENCY

**Annual Statistical Report to the Community  
Fiscal Year 2020: July 1, 2019 through June 30, 2020**



Hon. Michael O'Connor, Mayor, City of Frederick  
Dr. Robert Mannis, PhD, Chairman, Community Action Board of Directors  
Chris Bickle, Chairperson, Friends for Neighborhood Progress, Inc.  
Ramenta Cottrell, Director



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THE COMMUNITY FOUNDATION  
of FREDERICK COUNTY  
*For Good. Forever. For Frederick County.*



Sponsored by The City of Frederick  
and Friends for Neighborhood Progress, Inc.  
With major support from Frederick County Government  
Community Foundation of Frederick County ♦ Ausherman Family Foundation  
Joseph D. Baker Fund ♦ Dr. Henry P. and M. Page Durkee Laughlin Foundation  
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United Way of Frederick County ♦ William E. Cross Foundation



"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."  
Vice President Hubert H. Humphrey ~ November 1, 1977

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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 2020, the FCAA served 10,698 different clients (adults and children) and continued limited operations during the COVID-19 Pandemic. 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 39,758 nutritious meals during FY 2020.

**Frederick Foodbank:** Approximately 600 to 700 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 who are experiencing an economic crisis. During FY 2020, the Frederick Foodbank provided food to 2,496 needy families. The Frederick Foodbank also provided a three- to five-day supply of food to 11,057 at various food distribution locations due to the COVID-19 Pandemic. 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 7,812 meals were served during the summer of 2019 at fourteen (14) feeding sites. A total of 1,730 meals were served at seven (7) different sites during the summer of 2020, which was a direct result of the COVID-19 Pandemic.

**Backpack Program:** Through a partnership with Hillcrest Elementary School, FCAA staff members and volunteers fill 135-150 backpacks with nutritious food items every two weeks 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 and parents may be working.

**After-School Supper Program:** During FY 2020, FCAA staff members prepared and delivered 1,339 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. The program ended in March 2020 due to school closure from the COVID-19 Pandemic.

**Child and Adult Care Food Program:** The Child and Adult Care Food Program (CACFP) is a federal program, administered locally by the FCAA that reimburses 111 home-based childcare providers for serving nutritious and safely-prepared meals and snacks that meet USDA guidelines to children in their care.

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## **Housing Counseling and Weatherization Programs**

**HUD-Approved Housing Counseling Agency:** The FCAA is the only *HUD-Approved Housing Counseling Agency* in Frederick County 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 879 households during FY 2020 including 83 families facing mortgage defaults and 786 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 54 housing units were weatherized during FY 2020; 35 inefficient or dangerous HVAC systems were replaced; 1 inefficient major appliance was replaced; and an additional 62 weatherization jobs are in progress.

**Bay Restoration Fee Exemption Program:** The Bay Restoration Fee Exemption Program allows lower-income homeowners and renters who are paying a City of Frederick water and sewer bill to request an exemption from the Bay Restoration Fee, which collects funds for the environmental restoration of the Chesapeake Bay.

## **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 5,558 encounters (client contacts) with 2,208 different homeless or lower-income clients occurred during FY 2020.

**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; 1,749 client transports were performed during FY 2020.

## **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 322 homeless clients received PATH services during FY 2020.

**SOAR Program:** The SSI/SSDI Outreach, Assessment and Recovery (SOAR) Program helps people who are homeless to apply for disability benefits available through the Social Security Administration. In addition, the SOAR case manager helps people to obtain necessary documents, such as birth certificates and photo identification cards, needed to apply for benefits. During FY 2020, a total of 6 homeless adults applied for disability benefits through the SOAR Program and 4 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 5,577 bednights (one person in one bed for one night) of shelter to 44 different persons

(adults and children) during FY 2020. Eleven (11) families “graduated” into permanent housing due to the program ending effective June 30, 2020. All single adults were graduated into the new Permanent Supportive Housing Program effective July 1, 2020.

**Housing First Program:** The Housing First Program provides subsidized permanent housing to people who need it the most – chronically homeless, disabled individuals who are literally living on the streets of Frederick. With funding from HUD and other sources, the FCAA has established 22 scattered-site Housing First units that currently house 28 formerly homeless adults (four 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 individuals return to the workforce by offering case management, job coaching, and supportive employment. Two (2) individuals are employed part-time to perform a variety of beautification projects in downtown Frederick.

## **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. The FCAA Office of Home Energy Programs administers the Maryland Energy Assistance Program (MEAP) that served 2,252 families in FY 2020; the Electric Universal Service Program (EUSP) that served 2,223 families in FY 2020; and an additional 316 families were financially assisted with utility arrearages during FY 2020.

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**Health Care Programs** – a total of 1,628 patients were served in the following programs:

**Community Action 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 Community Action 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 1,060 patients were seen during FY 2020 for a total of 2,670 medical encounters (patient visits).

**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. A total of 289 different patients who were homeless were treated in the Health Center during FY 2020 for a total of 844 medical encounters.

**Medical Assistance Provider:** In addition to other health care services, the FCAA is a participating provider with Priority Partners MCO, Maryland Physicians Care MCO, Amerigroup MCO, University of

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Maryland Health Partners MCO, and also accepts patients with Unrestricted Medical Assistance. A total of 140 patients with Medical Assistance were seen for a total of 545 medical encounters during FY 2020.

**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. The SBHC now serves students from Lincoln, Hillcrest, Waverley, Butterfly Ridge, North Frederick, and Monocacy Elementary Schools as well as their younger siblings; 338 patients were seen for a total of 742 medical encounters during FY 2020.

**Application Counselor Sponsoring Entity:** The FCAA employs a Certified Application Counselor who offers free, in-person help with applying for Medical Assistance and Qualified Health Plans through the Maryland Health Connection. The Counselor also assists with determining eligibility and answering questions about Medical Assistance and Qualified Health Plans. A total of 39 different people received assistance in applying for Medical Assistance or a Qualified Health Plan (QHP) during FY 2020.



The Frederick Community Action Agency would like to take this opportunity to thank over 350 volunteers that work in the Foodbank, Soup Kitchen, and Community Action Health Center; 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 Services, Md. State Dept. of Education, Md. Dept. of Health, 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, and the Joseph D. Baker Fund. Thank you!!!