



**FALMOUTH
SERVICE CENTER**
more than a food pantry



Our Spring 2023 Newsletter



11,033

Individuals assisted through our pantry



597,268

Pounds of food distributed to clients



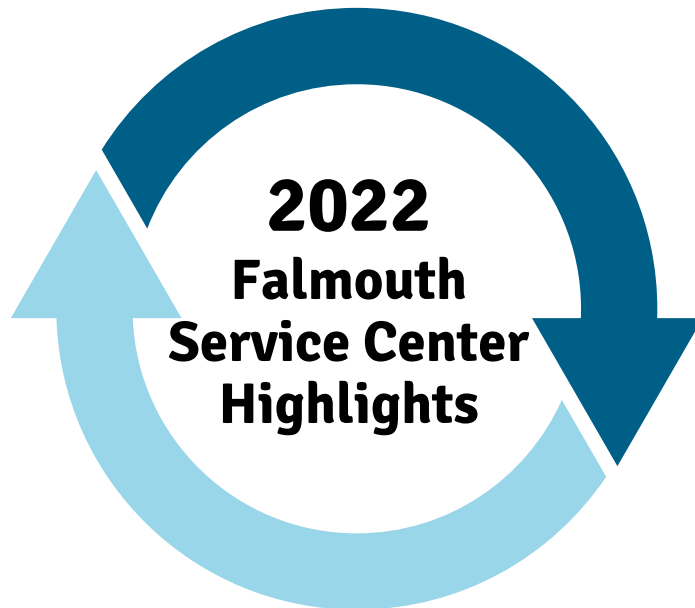
\$425,953

of financial assistance, including for housing & utilities, provided to Falmouth households



201,910

Pounds of textiles Hnh recycled



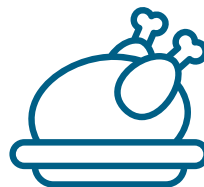
\$1.5 million

Value of total volunteer hours served



\$435,500

Raised by the Annual Appeal & Falmouth Enterprise Community Fund



1057

Turkeys donated by the community to the Falmouth Service Center



60,495

Clothing items, linens & books sold at Hand in hand Thrift Shop

A MESSAGE FROM FSC'S EXECUTIVE DIRECTOR KERIN DELANEY

We are filled with gratitude for our volunteers, donors, community partners, and thrift shop customers. You have supported our work in the community through your generosity of time and resources. You have helped us achieve our mission "to ease stress, reduce hunger and improve the quality of life of neighbors in need" this year.

As you can see from the front page of our spring newsletter, with your support, the Falmouth Service Center (FSC) is:

- Providing more clients with more groceries than at any other time in our history;
- Awarding more financial assistance to more Falmouth households as they experience unprecedented challenges to their budgets;
- Experiencing outstanding support from donors in our fundraising initiatives;
- Recognizing exceptional volunteer support from across the community;
- Collaborating with community partners to help our clients address the myriad issues facing their families; and
- Achieving astounding success at our Hand in hand Thrift Shop.

For all of this and more, our gratitude is beyond measure. Speaking of Hand in hand, did you know that the Thrift Shop is now our single, largest donor to FSC? Since opening five years ago, the Shop has grown beyond our expectations. This year alone, as volunteers, donors and shoppers, you have helped to contribute over a half million dollars to our bottom line, an extraordinary contribution in support of our mission!

I am thrilled to introduce you to Joy Paruch, the manager of Hand in hand, who joined our team in July 2019. She and her husband Henry are longtime Falmouth residents and raised their son in our community. Joy, along with a small and dedicated staff, and a large cohort of volunteers, helps to make magic happen every day at the Shop.



Joy recently shared with us:

"Every day we hear from multiple people about how much they love coming to Hand in hand and what an amazing job we do here in support of FSC's mission. Our volunteers go the extra mile to make sure we do our best each day. It seems we are a 'destination' for many thrifters! We all know the saying 'do what you love.' No matter the day, I always know we helped make a difference in someone's life."

In closing, we all know that the dual challenges of food insecurity and financial hardship are complicated and demand both short and long term solutions. We can take heart in knowing that our generous community provides phenomenal support to our friends and neighbors. Thank you from the bottom of our hearts!



DONOR CORNER: A heartfelt thank you to our community partner, Mashpee Recreation Department

Community partnerships play an integral role in carrying out the Falmouth Service Center's mission. We are delighted to highlight one of our community partners, Mary Bradbury, Director of the Mashpee Recreation Department.

Mary has generously given her time, energy, and skill to organizing food drives for the Falmouth Service Center (FSC) for eight years. She began in 2014, and completed the 8th annual food drive in November 2022.

We asked Mary why she chose FSC as a recipient of her community service. She replied, "FSC serves a great many residents of Mashpee, as well as the Upper Cape community. The donations stay local and provide resources to our very own neighbors and families. FSC is a leader and much needed resource that I am happy to support."



Pictured above, Mary's dad.

Mary's parents are the inspiration behind her community service. Their contributions have motivated her to carry on the family's legacy.

"My parents both valued their community and volunteered, participated in various community service projects, served on boards and committees, and generally gave back to make our community a

better place. After 'retirement,' my dad spearheaded a 'Fill the Bus' food drive. The drive continued every year and is still done today. He is about to celebrate his 94th birthday, and he continues to volunteer in the community by providing food basket deliveries to nursing homes at Thanksgiving, snow-blowing and lawn mowing for his neighbors, serving at the Food Pantry, and being a member of the Knights of Columbus."

"Seeing my parents as role models, giving back to their community, my older brother and I have chosen to continue that investment in our own communities."

The Falmouth Service Center extends heartfelt gratitude to Mary, the Mashpee Recreation Department, and everyone who has contributed to her food drives. We are thankful for ALL of our community partners, donors, and volunteers that help us carry out the FSC mission. As Mary so eloquently stated:



"We all benefit when our communities are served, giving people the means and resources to feed and care for themselves and their families."

THE ENTERPRISE COMMUNITY FUND

The Enterprise Community Fund promotes connections, compassion and community.

Through our partnership with The Falmouth Enterprise, and with the support of their generous readers, \$91,500 was raised in 2022, helping us to purchase food and provide vital financial assistance.

We cannot thank everyone enough!

"When we give cheerfully and accept gratefully, everyone is blessed."

—Maya Angelou

FOODS TO ENCOURAGE FOR BETTER LIVING

Foods to Encourage for Better Living is a program that helps you monitor your health and guides you toward healthy food choices with a team of nurses, nutrition educators, and healthy eating incentives! On April 20th, we introduced an enhanced program with food demonstrations, health checks, and heart-healthy guided shopping lists.

Newly enrolled participants will receive a \$20 gift card after 10 visits. Come see us from 10 am-12 pm on the first and third Thursday of each month.



DIVERSITY, EQUITY AND INCLUSION

We are a regional food pantry, social service organization, and a recognized leader in our community. In 2022, the Falmouth Service Center Board of Directors and staff committed to assessing the values, expectations, and practices that guide the actions of our entire team. We concluded that in order to fully understand and appreciate issues of diversity, equity, inclusion, and social justice, there is a need for education across the organization.

In addition, we have approved the following statements:

- *FSC acknowledges that bias exists systemically throughout the United States, including in Falmouth and at the Service Center;*
- *FSC is working to be an organization that addresses and rectifies these injustices by making its programs, services, communications, and operations equitable and accessible to all;*
- *FSC commits to educating its staff, volunteers and board members to create a culture of inclusion and equity for all those connected to FSC.*





FALMOUTH ROAD RACE, AUGUST 20, 2023

Run for the Falmouth Service Center and support your neighbors!



Join Team FSC - we have only a few spots left!
Run 7 miles and help us raise funds for our vital programs

For more information, contact Team Captain,
Mary Casey at marholl14@gmail.com

A HEART-WARMING CHILDREN'S HOLIDAY PROGRAM

- ♥ 402 Falmouth & Mashpee children received holiday packages.
- ♥ \$53,000 in gift cards were distributed to families to purchase gifts for their children.



Our parents say it best:

"It's always a pleasure to be helped out at the Service Center and to participate in the programs especially where my family really does need the help."

"Thank you for all you do to help our community."

"The people are awesome. Really kind and nice. God bless all of you!"

FRESH START
BACK TO SCHOOL PROGRAM

Our Fresh Start Program provides children with a new backpack filled with school supplies and a gift card towards the purchase of new clothing. Last summer, we assisted more than 250 children. This year we would like to do even more, but we need your support!

NEW

Become a Backpack Buddy

- Drop off a new backpack. We particularly need larger packs for students grades 5-12.
- Donate \$100 to buy and fill a bag with new school supplies and other necessities.

Thank you. Your support makes a difference! Our families are truly grateful for your assistance.



PSA: WHERE TO
RECYCLE TEXTILES
IN FALMOUTH

In the past year, our Hand in hand Thrift Shop has gratefully accepted clothing, linens, and other high quality items. Most items are sold at the Shop and some of these items are delivered to FSC for our clients.

Massachusetts has a new textile recycling law. We urge you to follow the recycling guidelines of your community, as we cannot accept poor quality textiles.

In Falmouth, there are textile donation bins at the waste management facility and at local schools. For specific Falmouth locations, visit the Waste Management website:



falmouthma.gov/1253/Textile-Recycling

CLIENT CORNER: Gratitude & Appreciation

This spring, we are highlighting the gratitude our clients express for the ways in which you, our volunteers, donors, Hand in hand shoppers, community partners, and friends support the programs of the Falmouth Service Center with your generosity and kindness.



"Honestly, we wouldn't be able to survive without the help of the Falmouth Service Center. The food we receive, and ALL the programs are essential to us to help make ends meet. The girls especially like the Fresh Start Program. They always look forward to getting their new backpacks for the start of the new school year. We have also worked with the South Shore Community Action Council (for fuel assistance) with help from the Service Center. The Service Center is a GEM in this town and anyone that needs any type of assistance should definitely give them a call or stop by for a visit. All the employees and volunteers are always willing to help."

-Laura (name changed for confidentiality), a grandmother, has been living in Falmouth for 30 years. For the last 11 years she & her husband have been raising their two young granddaughters.

"A heartfelt thank you to everyone at the Falmouth Service Center for helping us in a time of true need."

"Thank you for your help and generosity. Without you guys, I'd probably be homeless right now."

"I feel fortunate that there is an organization in the Falmouth community that can help out to such a degree. Because of your help, I can now afford a difficult repair on my already over-extended use vehicle and possibly make it through this winter."

"Thank you for helping me with my rent and food. I am very grateful."

"Words cannot express our gratitude. Thanks so much for the weekly assistance and the awesome Thanksgiving dinner baskets. People helping people do make a difference."



Grocery Distribution Hours

Tuesday, Thursday, Friday, 10 am - 12 noon
Wednesday, 3:30 - 5:30 pm




SHOP TALK: Five years of growth & community



SHOP TALK highlights the inextricable link between the mission of the Falmouth Service Center (FSC) “to ease stress, reduce hunger and improve the quality of life of neighbors in need” and the Hand in hand Thrift Shop (Hnh) mission “to provide a continuous and strong revenue stream by selling high-quality, repurposed goods donated by the community in support of FSC’s client services.”

DID YOU KNOW

 Hand in hand Thrift Shop has a long history in the community. Originally located in a quaint farmhouse on Davisville Road, Emerald House, named after the family of strawberry farmers who lived and worked there, became an immediate success in supporting FSC’s client programs. The FSC Board of Directors decided to expand to the current location on Sandwich Road, change the name to reflect the strong connection to FSC, and open Hnh to the community on July 5, 2018.

 Today, Hnh is the single largest contributor to FSC’s client programs, providing critical support to neighbors in need through our Client Choice Grocery and FSC’s Financial Assistance programs.



COMMUNITY CONNECTIONS

Your donations directly benefit our client programs and community.

- FSC clients receive free clothing and linens.
- Cameras and school supplies go to the Falmouth Public Schools.
- Clothing is donated to the costume departments of College Light Opera and the Falmouth Theatre Guild.
- Eyeglasses go to the Lyons Club.
- Children’s clothing, jewelry, and glassware go to the faith community in support of their fundraising activities.
- Animal shelters and rescue organizations receive towels and linens.

STAFF & VOLUNTEERS

In addition to manager Joy Paruch, the small staff includes assistant manager Cynthia Syverson-Mercer and warehouse associate Steve Dreher. Today, there’s a volunteer force that numbers nearly 240! Volunteers are the heart and soul of the Thrift Shop as they accept, sort, process, price, and sell the hundreds of thousands of items donated by a very generous community.

When you shop, donate, volunteer or support Hand in hand, you are giving the gift of community. Thank you.

Shop Hours

Tues, Wed, Fri & Sat 10 am-4 pm
Thursday, 10 am-6 pm



Donation Hours

Tuesday-Saturday
10 am-2 pm



Non-Profit Org.
U.S. Postage
PAID
Permit No. 58
Hyannis, MA



Falmouth Service Center

611 Gifford St., Falmouth
Phone: 508-548-2794
falmouthservicecenter.org



Hand in hand Thrift Shop

141 Sandwich Rd., East Falmouth
Phone: 508-457-0770
handinhandthriftshop.org



Our mission is to ease stress, reduce hunger and improve the quality of life for our neighbors in need. The Falmouth Service Center works to increase self-sufficiency by helping to build networks among clients, neighbors and agencies.

FALMOUTH SERVICE CENTER BOARD OF DIRECTORS

Robert Antonucci, Paul Berlinguet, Lawrence Bigelow, Rev. Nell Fields, Eric Husebo, Brian Keck, Catherine Whelan Kligler, Rev. Will Mebane, Dana Mohler-Faria, Pauline Neves, Ronald Nunes, Anne Pickart, David Prosten, Richard Sperduto, Brenda Swain (Executive Director Emeritus), and Kerin Delaney (ex officio).

FALMOUTH SERVICE CENTER STAFF

Kerin Delaney, Executive Director; Linda Dias, Client Services Coordinator; Steve Dreher, Thrift Shop Warehouse Associate; Brian Dugan, Warehouse/Operations Manager; Sharon Howard, Volunteer Coordinator; Arlene Hoxie, Development Associate; Ginny Irving, Director of Development & Communications; Joy Paruch, Thrift Shop Manager; Christine Sullivan, Deputy Director; Cynthia Syverson-Mercer, Thrift Shop Assistant Manager; Crissy Torruella, Client Support Coordinator & Office Manager; Bill Walker, Warehouse Associate.

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