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Falmouth Service Center Newsletter

April/May/June/July/August/September 2019 / Spring/Summer 2019



LETTER FROM THE EXECUTIVE DIRECTOR: BRENDA SWAIN

Have you ever really thought about the saying: "Think globally, act locally?" Between Dec. 22 and Jan. 25 many of us were thrust into an experience unlike any other in our lifetimes: the longest-ever partial federal shutdown. Since I always look for the positive in even the most challenging times, the "cup half full," I am writing this column on how for the Falmouth Service Center this event was a testimony on the power and compassion of our community.

A few days after news broke that about 800,000 federal employees would not be paid or have to work without pay for an unknown period of time, our Board of Directors made a unanimous decision to expand our financial assistance program both in geographic scope and in the amount of stabilization support to be provided to each household in need. We conducted outreach via collaborating agencies, social media, news outlets, and to our FSC community to let them know we were here. What ensued was a snapshot of every emotion and reaction one could imagine both in those who came to FSC in need and found supportive volunteers providing care and concern, and through the generosity of an unprecedented community response. Our larger world was in turmoil, but here on the Upper Cape, neighbors were taking care of neighbors in the best possible way.

During the shutdown FSC food distribution was up 11% in our pantry; and our "FRESH Markets" at Falmouth schools and at Joint Base Cape Cod (JBCC) throughout the 35 days of the shutdown went from an average of 85 households to 130 twice in the schools, and from 180 households to 280 on JBCC. Distribution is now back to a "normal" pace in all programs.

Financial Assistance during this period, January 1 to February 5, 2019 showed:

- 31 non-federal households receiving \$20,732, averaging \$669 per household;
- 24 furloughed households receiving \$29,947, averaging \$1,248 per household.

Total financial assistance provided was \$50,679, which was a significant change compared to last year at this time when just 29 households received \$13,911, averaging \$480 per household.

The number of requests for assistance with mortgages and rent starkly revealed the lack of affordable housing on Cape Cod, and how missing two paychecks could push an individual or family into homelessness. With few exceptions each person requesting housing assistance was spending a significant portion of their monthly earned income solely for housing. For comparison if you live in an affordable situation, for housing you expend 30% of your monthly income.

Major grantors such as The Falmouth Fund of the Cape Cod Foundation, Cape Cod Five, and Heroes in Transition, who have for years been working by our side, bestowed emergency grants to assist in the short term, as did numerous individual donors who gave funds and time to support this effort. Most remarkably, some of the individuals receiving assistance also volunteered throughout the shutdown as they needed and wanted to be active, engaged, and supportive at a time when they felt vulnerable.

The good news: the 35-day shutdown is over, everyone who came for help was welcomed, and FSC with its hundreds of dedicated volunteers and donors was the intermediary for a local miracle during a national crisis.

UPDATES



After transitioning from our beloved *Emerald House (EH) Thrift Shop* in July 2018 to *Hand in hand Thrift Shop*, FSC's expanded enterprise, the shop has beyond a doubt exceeded every expectation in the short 8 months it has been open. *Hand in hand* is now FSC's largest revenue stream. Since July 2018, 150 new volunteers have joined the loyal EH team bringing our numbers close to 200 active thrift shop volunteers. The camaraderie and high spirit both in the processing areas and retail space create an atmosphere of excitement and enjoyment that is shared by those who are working, donating and shopping. Our donations, generously provided by the community are trinkets, treasures and items of the highest standards. We have unique wooden

furniture, art work from Cape Cod and around the world, clothing from major designers in children to adult sizes, jewelry of every type and so many other specialty houseware, gift items, and surprise finds. Many shoppers come weekly because the merchandise moves so quickly through the shop that each day is a new day to find exactly what you didn't know you were looking for!

Thanks to the relocation of all our donation processing to *Hand in hand*, our pantry at FSC has expanded and we are providing more fresh veggies, fruits, meats and other items that clients need and desire. Additionally, the increased revenue from the shop is supporting our ability to expend greater funds for housing stabilization, and other identified client needs. Make *Hand in hand* a destination today! Enjoy your shopping experience while supporting FSC's mission at the same time.

FRESH START

The last day of school isn't even here yet and we are already planning for the first day of school in September! As part of our Fresh Start back-to-school program, numerous Falmouth children in need will receive backpacks filled with brand-new school supplies, a complete set of back-to-school clothes plus a gift card towards the purchase of a new set of sneakers.

Our greatest need for this program is *your assistance!* Would you like to help fill the profile of a child or contribute a backpack? Oftentimes a book group, a family group, or several friends pool resources to fill a profile or order several backpacks to donate. We especially need sturdy, dark-colored backpacks for kids 12-18! If you would like to help by filling a profile, please contact Sue Ball at 508-564-4781. Thank you for helping to give many Falmouth children a Fresh Start!

JOIN TEAM FSC IN THE FALMOUTH ROAD RACE

We are incredibly grateful to once again have a team running in the Falmouth Road Race through the Numbers for NonProfits Program. If you would like to join our team, you will help us raise critical funds and reduce local hunger while running in a world-famous

race. If you, a family member, or out-of-town friend need a number for the race and would like to help us raise funds in support of our mission, contact us at 508-548-2794 or email Kerin Delaney, Deputy Director at ad_fsc@falmouthservicecenter.org.

MOBILE DENTAL HYGIENE SERVICES

Beginning in January, 2019, we now have a mobile dental clinic available at FSC! The first Monday of the month through October, you will find Mobile Dental Hygiene Services in our new Health/Wellness room!

Please call 508-827-6725 to make an appointment or for more information. Mobile Dental Hygiene Services accepts MAHealth Insurance and private payment.

FALMOUTH SERVICE CENTER -- 2018 HIGHLIGHTS

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.

2018 YEAR

- ♥ 62,407 bags of food distributed in the newly renovated FSC pantry & in Home Delivery to elders
- ♥ 34,408 Volunteer Hours were recorded in our Volgistics system. Many more hours were committed and work is ongoing to capture all the amazing dedicated time and energy of our volunteer force
- ♥ 710,881 pounds of food were received from the Greater Boston Food Bank (GBFB) for distribution
- ♥ 494 new households received services
- ♥ 2079 households came into the pantry for food representing 4063 individuals.
- ♥ 19 Community Meals fed an ave. of 160 people per meal utilizing 40,860 pounds of food from GBFB
- ♥ 30 Mobile FRESH markets delivered food to:
 - ♥ 4 Falmouth Schools (2 elementary, 1 middle and the high school) average 85 households per
 - ♥ Joint Base Cape Cod Military markets twice monthly with an average of 180 households per
 - ♥ 247 children received Fresh Start Back to School items
 - ♥ 183 participants are registered for our Foods to Encourage program now in its 5th year. An average of 25 households are monitored weekly for glucose and blood pressure, receive healthy recipes and extra vegetables in our newly renovated wellness room.
- ♥ 668 Thanksgiving baskets provided through special distribution and 950 individuals fed at Community Thanksgiving meal
- ♥ 878 households received a holiday meal in December
- ♥ 634 children from Falmouth and for the first time Mashpee (55 children) received 4 to 9 gifts per child as well as games, pet toys, a gift for an adult in the house and wrapping paper for the whole family.
- ♥ \$133,108 was paid to vendors for financial stabilization of 305 households
- ♥ In July of 2018 FSC successfully moved our small Emerald House Thrift Shop into its new location and expanded offerings at the new *Hand in hand Thrift Shop*. The sales generated and donations provided by the community over the first six months in the new location are strong indicators that the decision to move and grow this enterprise was strategically sound. At Hand in hand we went from 40 volunteers to 183 in 3 short months. Hand in hand is our largest single donor.

2018 WEEKLY

- ♥ 15 tons of food comes into FSC: 46% is fresh fruits and vegetables
- ♥ An average of 367 clients are fed through the food pantry and another 250 households are served through programs outside of the building. At each pantry visit clients are able to choose items from the newly relocated Free Clothing Room which is beautifully displayed and provides, clothing and household goods.

We appreciate the partnership of many funders who support programs and projects.
For a complete list of foundation support please see our website.

Spring-Summer 2019 - SAVE THIS CALENDAR

This and That @ FSC

Event	Date	Time and Location
Mass Health application assistance	Every other Tuesday	10:00 am - 2:00 pm at FSC
Falmouth Eats Together Community Meal	4/11, 4/25, 5/9, 5/23, 6/13, 6/27, 7/18	4:00 pm - 6:00 pm Call for Location
Foods to Encourage Program	Every Thursday	10 am - 1 pm at FSC
WE CAN Legal Consults	Every 3 rd Tuesday	9:30 am - 11:30 am by appt.
WE CAN Work Support/Financial Empowerment	Every 3 rd Tuesday	12- 2 pm by appt
Mobile Dental Hygiene Services	1 st Monday of every month	12:00-5:00 pm, by appt. & walk-ins
Volunteer Appreciation	Tuesday, April 9	4:30 - 7:00 p.m.
Patriots Day	Monday, April 15	Closed at FSC
National Postal Workers Food Drive	Saturday, May. 11	1-4:30 p.m.
Memorial Day	Monday, May 27	Closed at FSC & Hnh
Independence Day	Thursday, July 4	Closed at FSC & Hnh
Labor Day	Monday, September 2	Closed at FSC & Hnh

A HEARTFELT THANK YOU

-Judy Fenwick, Newsletter Editor-

The Falmouth Service Center Board of Directors, staff, volunteers, and most importantly our neighbors who need us, wish to offer a heartfelt THANK YOU to the generous donors who support the annual *Falmouth Enterprise Community Fund*. *The Falmouth Enterprise's* support of the Community Fund dates back to 1994, when the Community Fund under then-Editor, Margaret Russell, raised \$12,700 for FSC.

Current Editor, Bill Hough, and his team at *The Falmouth Enterprise* donate their time and media network to underscore the importance of this spirited campaign and to raise much needed funds.

Donations come from Falmouth and beyond, and are coupled with more than 34,000 FSC volunteer hours annually. Donations for the year ending December 31, 2018, for the **25th anniversary of the Falmouth Enterprise Community Fund** totaled **\$114,781**. THANK YOU ALL.

FALMOUTH SERVICE CENTER—BOARD OF DIRECTORS

Robert Antonucci, Lawrence Bigelow, Rita Dussault, Joseph Ellia, Brian Keck, Catherine Whelan Kligler, Deborah Maguire, Donald McInnes, Jacqueline Nolan, Ronald Nunes, Laura Lorusso Peterson, David Prosten, Richard Sperduto, Crickett Warner, Rev. Deborah M. Warner, and Brenda Swain (ex officio)

FALMOUTH SERVICE CENTER—STAFF

Brenda Swain, Executive Director; Kerin Delaney, Deputy Director; Libby Hearne, Development Associate; Sharon Howard, Volunteer Coordinator; Brian Dugan, Warehouse/Operations Manager; Lydia Talbot, Thrift Shop Manager; Steve Dreher, Thrift Shop Operations Associate

We are on Facebook and Twitter and frequently update with information, recipes, and happenings at Falmouth Service Center. Be sure to "Like" us or "Follow" us to stay connected to what is going on @ FSC.

The Falmouth Service Center at 611 Gifford Street, Falmouth

Web: www.falmouthservicecenter.org / Phone: 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

The Hand in hand Thrift Shop at 141 Sandwich Road, Falmouth / Phone: 508-457-0770

Shopping hours: Monday, Tuesday, Wednesday, Friday, and Saturday 10 AM - 4 PM; Thursday 10 AM - 6 PM

To drop off donations: Monday - Saturday, 10 AM - 2 PM ONLY.