



## Southern Franklin and Northern Androscoggin Counties

(Livermore Falls, Jay, Livermore, Fayette)

### Community Impact 2009

Community Partner	Number of community members impacted in <u>Southern Franklin County</u> via United Way of the Tri-Valley Area funding.	Total number of community members impacted in <u>all of Greater Franklin County</u> via United Way of the Tri-Valley Area funding.	Program description for those programs funded through United Way of the Tri-Valley Area allocations process.	Implementing many essential programs throughout the region: Other services that Community Partners deliver that are funded through other sources.
Abused Women's Advocacy Project	59	182	Provides safety and self-sufficiency for victims of domestic violence in Greater Franklin County through a county outreach program. Specifically offers safety planning, transportation and support in accessing emergency shelter, court advocacy and referral and other assistance as needed.	Including the support of 35 clients in the office, over 120 separate interactions with clients in the office and in court, as well as 42 victims from Franklin County accessing services from 24-hour helpline. 70 clients residing in Franklin County received legal advocacy by Outreach staff in the Farmington courts or over the phone for planning, representing nearly 40% of the 182 separate individuals from this area seeking service.
American Red Cross	6	28	Disaster response for victims of fire, flood, etc. by trained volunteers. Services include meeting immediate basic needs including food, shelter, and clothing.	In 08/09, United Valley Red Cross responded to 80 disaster calls for a total of 326 individuals. The other programs include services to the Armed Forces, military hospitals, Health and Safety services: among them; babysitters, first aid and CPR courses. Please note: numbers reflect the fiscal year for 2009 from July 1st to June 30. For services to the armed forces, there were 5, and for health and safety services and courses, there were 289 participants.

Big Brothers Big Sisters	136	68 matches for a total of 136 participants	Site-based youth mentoring program, matching BIGS and LITTLES to develop sound relationships and life skills.	In the Tri-Valley Area, service is primarily in the Jay area of southern Franklin County, and Livermore Falls in northern Androscoggin County. Mentoring programs extend throughout western Maine, however.
Community Concepts	2	8 (Approximately 80 trips totalling over 2,600 miles)	Transportation services for the elderly in Franklin County to medical appointments through the Elder Rides program. This program is vital for those with chronic conditions such as diabetes, and who have no other way of getting to appointments.	Community Concepts served 1,267 individuals in all of Franklin County in 2009 with all transportation resources. 52,472 rides were provided and 1,770,134 miles were driven.
Community Dental	524	1,672	Provides access to educational, preventive and restorative dental health services for individuals and families in the Tri-Valley Area who otherwise cannot afford these services.	An additional 817 individuals residing in other area communities in Franklin County received dental health services at the Farmington Dental Health Center for a total number of individuals served in Franklin County of 2,489.
Franklin County Children's Task Force	1,599	3,957	Community Education programs to prevent child abuse and neglect that are offered in all five school districts and throughout the community. Programs include the Baby Think It Over Program using simulated babies, and the Nurturing Fathers program.	The education coordinator provided programming to approximately 3,000 children in MSAD #58, MSAD #9 and MSAD #36 using evidence based programming in 2009. Among the Growing Healthy Families home visiting program; 33 families were served. In other non Tri-Valley United Way funded programs, in all of Franklin County: 285 families were served with the clothing exchange, 167 individuals through mandated reporter trainings, 310 individuals through professional speaking; including 160 on child abuse and neglect as well as 150 in the Headstart program. Parent education programs educated 401 individuals and approximately 520 individuals per year are served through referrals to other community resources.
Friends Together Peer Support and Recovery Center	36	40 Approximately 18 individuals were served by the program per week. Approximately 960 meals were served.	Provide meals and periodic transportation for program in Jay that provides peer support to those recovering from mental illness.	Other aspects of the program not funded by the United Way include activities put on at the center; including scrapbooking, beano and trips (especially during the summer months), as well nutritionist visits once a month.

Healthy Community Coalition	46	191 screened with ScoreHealth	Health screenings, including blood pressure checks and cholesterol screenings are provided on the Mobile Health Unit which parks outside of Wal Mart in Farmington on Tuesdays. Individuals are counseled and offered a health risk assessment.	In addition to health screenings on the Mobile Health Unit at Wal-Mart provided through United Way funding, HCC provides a variety of programs as a result of funding received from many sources including federal and state grants, and private national and state foundations. As a result, HCC is able to provide county-wide comprehensive disease prevention/ health promotion education and outreach in the areas of: breast health; substance abuse prevention; cancer education; PANT (physical activity, nutrition, and tobacco), and worksite wellness. The work includes offering clinical tests, environmental and policy development, and "hands-on" programming that impacts thousands of people throughout Greater Franklin County each year.
HealthReach RSVP (Retired Senior Volunteer Program)	Volunteers 1/ Stations 1	Volunteers 86/ Stations 15	RSVP promotes meaningful volunteer opportunities for persons 55 and older, and matches volunteers with volunteer sites called "stations."	RSVP recruits and screens volunteers for placement with nonprofit agencies and organizations; and provides reimbursement for mileage, recognition and supplemental insurance for those volunteers. Approximately 350 volunteers were stationed in 2009.
Literacy Volunteers	4	54	The promotion and fostering of literacy primarily through volunteer teaching through trained tutors, and aid to non-readers, juvenile and adult new readers and those for whom English is not their native language.	Literacy Volunteers is a statewide program that is present in Franklin County and funded partially by the United Way. Another program that is not directly funded by the United Way is New Books New Readers with a class of 12-14 people of adult learner students and tutors in Franklin County.
Maine Transition Network	54	65	Services to ease the transition from school to community for youth with disabilities. 75% of United Way funding helps youth understand programs and services that assist students to meet their post-school goals; 25% of funds are spent on work experience for youth in transition.	Maine Transition Network works in 6 transition areas. The regional office serving Franklin County provides additional support through workshops, council meetings and professional development series, youth leadership, materials, projects and collaboration with various agencies.

New Beginnings	3	5	Assists adolescents who are in crisis due to unstable/ or conflictive living situations.	The size of the caseload is naturally limited by having a single Outreach worker in Farmington. On average however, for the past ten years, 40 new cases are opened each year serving 55 total youth.
Rural Community Action Ministry	44	44	Offers the following programs to low income individuals and families: housing repair, home visitation, rehabilitation of homes, home replacement, volunteer labor for housing projects, revolving loan funds and referrals.	Serves primarily southern Franklin County, but the numbers of individuals is not reflective of the RCAM Food Pantry support in Livermore which helped serve 4,572 meals to 508 individuals.
SAVES	2 (This number reflects those who received direct support. It does not include those who were part of educational programs.)	14 (This number reflects those who received direct support. It does not include those who were part of educational programs.)	School-based intervention and prevention services to reduce the vulnerability of young people to sexual coercion and violence, and to reduce the personal and social trauma of sexual violence for students who have been victims of sexual abuse, harassment or assault. Services include support groups, Sexual Assault Response Team (SART) and in-school education and counseling.	Provides a 24-hour hotline as well as community education accessible and available to all of Franklin County. There is also outreach performed in getting information to the community via newsletters, posters and other various outlets to raise awareness regarding the work of SAVES and the services provided. Support groups are also facilitated for ongoing and or peer support at High Schools and throughout the Franklin County community. Sexual Assault Response (SART) teams and coordinators serve as a team approach in response to sexual assault.
SeniorsPlus	1	6	Five meals, one hot, four frozen, delivered weekly via the Meals on Wheels program.	16,589 meals were delivered to 97 consumers in the Tri-Valley Area and the mobile outreach office visited Phillips, Kingfield and Rangeley as part of the 906 miles that were traveled on one 'circuit' of 11 communities. The value of services for Northern Franklin County is \$37,271.

Tri-County Mental Health Services	68	256	Mental health counseling and therapy for those who would not otherwise have access to services because of inadequate insurance or no insurance coverage at all.	Served 808 people through the Franklin County Programs, including 275 with Adult Outpatient Services and 84 with Child Outpatient. Of these, 36 tapped into United Way funds to cover all or part of their treatment. For all of Franklin County In the community integration program 204 individuals were served, as well as 288 in the community medical management program. In the child case management program there were 159 children served.
United Methodist Economic Ministry	0	1,435	Provides direct assistance to low-income individuals in northern Franklin County. Services include, but are not limited to: thrift shop, food cupboard management, housing repairs, outreach services, crafting opportunities to supplement incomes, such as wreath making, emergency fuel, back to school program, and a school snack program.	Serves northern Franklin County specifically. The number of individuals served by the thrift shop is unknown, while the food cupboard provided 23,195 meals in 2009 and the housing repair work usually includes more than 25 homes with varying needs. In addition, the Christmas shop serves 141 children throughout year, holiday food baskets numbered 933 for the service area and the back to school backpack, sneaker, school supply program serves more than 140 students.
Western Maine Community Action	50	567	Energy conservation outreach and education to enable low-income Greater Franklin County residents to implement long-term solutions to disproportionately high energy costs.	While energy conservation education is a focus of WMCA, programs also include employment and training programs (29 individuals served); in family development there were 700 people served; health services and nutrition services, there were 335 served. With energy and housing programs, 3,393 individuals were involved and impacted and 1,834 people made use of community services.
Western Maine Transportation	34	108 with 423 rides	Individual riders are provided transportation through the Community Rides program. A service that provides access to health care for residents of the Tri-Valley Area. This program helps those who fall through current transportation funding gaps.	Western Maine Transportation provided 1,958 one way rides to 103 individual riders in addition to the community rides program in Northern Franklin County.

Work First	3	78	Work related skill development for adults with disabilities (day habilitation). Person-centered planning and community integration are at the core.	78 Individuals were supported and serviced in the service/job of their choice for 2008-2009.
<b>Total Served in Region</b>	<b>*2,698</b>	<b>8,932</b>	<i>This number is conservative and only reflects specific program data submitted as part of the allocation process. It does not, for example, capture the broad based community education and outreach efforts conducted by Community Partners such as: SAVES, Franklin County Children's Task Force, and the American Red Cross .</i>	

\*Please note if United Way-funded program data for all three regions is combined, it will not equal the total number of people served, as a few fringe towns (Vienna, North Anson, etc. ) are counted by some organizations as UWTVA service area.

## Community Building Initiatives

In addition to funding programs that improve people's lives through an annual allocation process, the United Way of the Tri-Valley Area is involved in a number of community initiatives that also make a difference throughout the Tri-Valley Area. These include, but are not limited to:

**Western Maine CASH Coalition:** A partnership with the University of Maine at Farmington; United Way of the Tri-Valley Area; Casey Family Services; Bangor Savings Bank; the Annie E. Casey Foundation; Women, Work & Community; and the IRS; the CA\$H coalition offers free tax preparation to low and moderate income individuals and families. Participants are also connected to community resources that help build their financial stability, including Family Development Accounts. In 2009, 251 federal returns were filed (an increase of 27% over 2008) by trained volunteers. These volunteers helped clients claim \$419,186 worth of federal and state tax refunds. 112 clients requested and received follow-up resources on budgeting, credit counseling, and more.

**Early Childhood Initiatives Collaborative:** The United Way partnered with Community Concepts, Sexual Assault Victims Emergency Services, Franklin County Children's Task Force, Farmington Police Department, a local Guardian Ad Litem, and Evergreen Behavioral Services to focus on developing healthy and happy children as a follow up to the Governor's Summit on Early Childhood.

Within an identified domain, the group identified an area that could realistically be impacted: They are as follows:

- *Family Domain:* Establish improved court-mandated supervised visitations in Franklin County for Title 19A Family Division cases. Current procedure creates much stress for the children involved, as many 'drop points' include school bus stops, local parking lots, etc. Training is underway and grant resources are being sought to establish program.

- *Health Domain:* Collaborate with Parent to Parent program at Evergreen Behavioral Services to focus on parents with children recently diagnosed with Autism. The Task Force will be introducing a new 10-part Parent Education training for parents of children with Autism, and will also establish a monthly support group for these parents as well (to begin in Jan/Feb '10).

- *Early Care and Education :* Inventory and promote quality childcare programs that are available locally, and develop a resource DVD, coupled with a printed hand out, to be shown in the local courthouse to parents and families waiting to be seen by the judge/magistrate. The DVD would also be distributed to local libraries, police officers, as well as aired on local television stations. Currently under development.

***Greater Franklin County Homeless Coalition:*** Through the coalition, UWTVA has been involved in addressing the rising rates of homelessness in Greater Franklin County by helping to document homeless or at risk individuals to be able to leverage resources. In addition, UWTVA and Coalition members have been developing a scattered sites model to house individuals so families with children are able to stay in place in school districts where they may want to stay. In 2009 the Coalition supported the efforts of Western Maine Community Action to apply for federal funding to help rapidly rehouse individuals and families. Funding was secured for two years.

***Franklin Volunteer Network:*** The Franklin Volunteer Network meets monthly with a goal of inventorying volunteer opportunities in Greater Franklin County, raising awareness of these opportunities, and building the core competencies of individuals and organizations that work with volunteers to offer meaningful experiences that aid in recruitment and retention. Currently there are more than 19 organizations involved. UWTVA website is being redesigned to accommodate volunteer listings and facilitate communication among organizations involved in the Network. Trainings have been offered on volunteer program assessments, social networking, drafting effective position descriptions, and working with challenging volunteers. A Month of Caring was sponsored in September, 2009 with 17 opportunities promoted.

***211 Maine:*** The United Way supports this state-wide 24/7 call system to help individuals connect to resources when needed. In 2009 heating assistance was the number one request. Calls to 2-1-1 increased from 33,523 in FY07 to 72,587 in FY09. This represents a 116.53% increase. Consumers have expressed satisfaction with the service. UWTVA staff and volunteers work closely with the regional Resource Coordinator housed at United Way Mid-Maine.

***Christmas Programs:*** The United Way informally supports families in need during the holidays. Ten families were adopted and supplied gifts through donations from area organizations and individuals. 15 food baskets were also distributed to those in need and in crisis. Food baskets were provided by the Franklin County Chamber of Commerce.

**Emergency Food and Shelter Program:** UWTVA convenes a local board to allocate federal funds to organizations providing food and shelter. In 2009, \$35,337 was available to distribute via the EFSP funding and an additional ARRA allocation. UWTVA receives a small administrative fee to administer this program.

**Stuff the Bus with School Supplies Drive:** 40 boxes were filled with school supplies collected throughout the community and then distributed to various venues including Rangeley schools, MSAD #58, Franklin County Children's Task Force, and area health and social service providers.

**Community Energy Challenge:** In 2009 UWTVA received funding through the Maine Commission for Community Service to build and expand what is known locally as the Energy Resource Team. This team of diverse stakeholders are concerned with keeping people safe and warm during Maine's harsh winters. An outgrowth of the Energy Resource Team was the Community Energy Challenge (CEC). Under the leadership of volunteer coordinator Nancy Teel, the CEC challenged the community to volunteer to build and install interior storm window panels for low and moderate income residents. As of February, 2010, 70 volunteers had been engaged, 50 residents had been identified to receive windows, and 219 panels were either installed, under construction, or ordered through Maine State Housing via the Maine State Prison. Efforts are now underway to sustain and grow the project, as well as document energy savings to leverage more funds. Highlights include homeowners who benefited from the free windows often volunteered for the project, teams of people were able to eventually install windows without constant supervision by Nancy Teel (good for sustainability), and a workshop for making windows was launched in Salem.

**On any given month, United Way staff and volunteers assist an average of 25 individuals connect to a wide variety of resources. In 2009, the top four requests for assistance were: help with utility payments, help with housing, help with food and fourth, volunteering.**