



# *Six-Month Snapshot*

## **Community Partner Impact January 1, 2009 – June 30, 2009**

The United Way of the Tri-Valley Area funded twenty Community Partners in 2009. The activity that took place in the first half of 2009 is summarized below. For a more comprehensive report of Community Partner activity visit [www.uwtva.org](http://www.uwtva.org).

**Abused Women's Advocacy Project** Abused Women's Advocacy Project (AWAP) provided support for victims of domestic violence at its Franklin County Education and Outreach office in Farmington. Clients were able to reach out through the helpline, become educated about the legal process, and access emergency shelter. Staff assisted 42 Helpline callers, had 35 client visits to the Farmington office, completed 125 separate interactions with clients, and spent over 52 hours working one-on-one with clients. AWAP hired an experienced worker for its Franklin County office to ensure needs continue to be met in the area.

**American Red Cross** United Valley American Red Cross remains at the ready 24/7/365 to assist with disaster needs throughout the Tri-Valley Area. The staff of the organization not only respond to disasters when they happen, they spend many hours each year making certain that the area is prepared in the event of a wide-spread emergency such as flooding, ice storms, blizzards, etc. Volunteer recruitment and training are ongoing to see that they have the capacity and the ability to respond when called upon. To date, 15 individuals have received direct assistance in the area due to home fires.

**Big Brothers Big Sisters of Franklin and Oxford Counties** Big Brothers Big Sisters completed training of 41 mentors and matched all 41 mentors with mentees, primarily in the Jay and Livermore Falls area. Staff met with mentors and mentees approximately every other month to assess how the match was progressing and to answer questions and provide support. A winter celebration was held to bring mentoring matches together to celebrate being a part of the program. A total of fifty mentor/mentees attended the event, which promoted positive social interaction and emotional well-being. 66 people also attended spring volunteer recognition events.

**Community Concepts** Through the Elder Rides Program, Community Concepts provided transportation to older adults on Medicare that had no other means of getting to their appointments. To date, the agency has been able to serve three clients with 39 trips covering a total of 1,305 miles. This service is vital for those with chronic conditions such as diabetes. Community Concepts also recruited, managed and trained volunteer drivers. Community Concepts currently has more than 390 volunteer drivers ready to serve those in need.

**Community Dental** Community Dental provides accessible, affordable, quality dental health education, and emergency services for the uninsured and underserved residents of the Tri-Valley Area out of its Farmington office. This program offers dental care to all regardless of income, free dental care for patients unable to pay for services, dental health hygiene and oral instruction (OHI) and sealants, and Prenatal Dental Care for low-income, and uninsured pregnant women. There have been a total of 1,720 patients seen for a total of 3,080 visits. 1,532 of those patients are at or below the poverty level (89%, which is a 20% increase from 2008). Ages served range from 12 months to 97 years old. Community Dental has received 59 positive responses to a first patient survey, zero negative. Patients have been able to receive emergency treatment, preventive care, and restorative care, as well as diagnostic services. In addition, Community Dental conducted three dental health education sessions at Franklin Health Women's Center.

**Friends Together Peer Support and Recovery Center** Friends Together provided a nutritious weekly lunch to club members at monthly meetings (menus were chosen by club members). Peer support and socialization was provided in a safe, nurturing environment. Food was purchased and prepared at the club by club members and volunteers. 100% of club members present were satisfied with the lunch and enjoyed the interaction, peer support and socialization. All members reported looking forward to the weekly lunch and gatherings at the club. 100% of club members present gained peer support, friendship and enhanced their socialization toward recovery. To date, 480 have been served.

**Franklin County Children's Task Force** The Task Force provided educational programming to middle school-aged girls to improve self-esteem and self image through a program called *Step Up Sisterhood*. Two sessions for middle school-aged girls, one in Livermore Falls, and one at Cascade Brook School in Farmington, were offered. Twenty-six girls participated, 100% reported having a better understanding of dealing with ongoing female aggression, 95% identified characteristics of an unhealthy relationship, and 90% understood that body type was only one part of who they are. The Task Force also offered successful programs in bullying and violence prevention, personal body safety for children, and parent education, reaching 680 individuals at schools and various venues throughout the region.

**HealthReach Network/Retired Senior Volunteer Program (RSVP)** HealthReach RSVP connects volunteers who are 55 and older to volunteer opportunities in non-profit agencies and organizations. 64 RSVP volunteers served 4,737 hours in 14 non-profit agencies and organizations in the first half of 2009. A few of their offered services included: serving as friendly visitors in nursing homes; serving as Literacy Volunteers (readers and tutors), reading to children in the Born to Read program, conducting Matter of Balance classes, and much more.

**Healthy Community Coalition** Healthy Community Coalition (HCC) conducted weekly visits to the Farmington Wal-Mart to provide health screenings with the Mobile Health Unit. At each visit, participants were offered: (1) a cholesterol screening – total/HDL cholesterol levels and counseling on cholesterol level management; (2) a blood pressure screening and counseling on managing hypertension/pre-hypertension; (3) counseling on diet, exercise, stress, and smoking, with advice on making changes that fit each person's personal lifestyle; (4) a list of area physicians and encouragement to see a physician regularly; and (5) information on Franklin Health Access for those without health insurance. HCC conducted 13 visits to Wal-Mart. As a result of those visits: 110 people had a full ScoreHealth screening, which included a cholesterol and a blood pressure screening; 25 people had a blood pressure only screening; 35 referrals were made to Franklin Health Access; 19 referrals were made to physicians for those people identified without primary care; and 28 other encounters were made (included are individual requests for information on other health topics, i.e. physical activity, nutrition, smoking cessation, etc.) Of the 135 blood pressure screenings conducted, 57 people were identified "not at goal" for blood pressure and were referred to their physician for follow-up. 13 of those people returned to the Mobile Health Unit to have their blood pressure rechecked because they valued the service and information provided. Of the 110 people who received a full ScoreHealth screening, 19 did not have a physician and were connected to one.

**Literacy Volunteers** Literacy Volunteers of Franklin & Somerset Counties provided adults and teenagers with one-on-one tutoring to improve literacy skills. Tutors are actively contacted at least monthly, and contact with tutors has doubled over the last six months in an effort to improve communication. There were four new tutors trained in the spring of 2009, an increase of nine percent towards the target of a 15% increase. The number of students increased to 49, a 15% increase. Teen tutoring remains an active program. The board and volunteers remain actively engaged – two adult learners attended the State Literacy Volunteers annual meeting, accreditation is 85% complete, and fundraisers, including the movie fundraiser at Narrow Gauge Cinemas, increased revenue.

**Maine Transition Network** The Maine Transition Network, which provides support for youth and young adults with disabilities, requested minimal funding for the 2009 year, as past funding was still available. Collectively, the funding will be spent on youth leadership programming. These funds will be requested be distributed throughout the region by those who respond to a Request for Proposals issued by the Maine Transition Network in the beginning of the 2009-2010 school year.

**New Beginnings** New Beginnings has provided case management services to 24 new youth clients in the last six months. Eight of those youth received emergency housing assistance. All who were discharged from case management services within the six month time frame received supplies, clothing, hygiene items, gas and phone cards, and/or financial assistance for laundry, state IDS, or other small but necessary items. Referrals to community resources were made for 45 active clients. Homeless youth have increased well-being through the development of a plan for greater stability, as 86% of 22 youth who exited from case management improved their well-being by accepting referrals and accomplishing at least one major goal in their service plan. 95% of youth received ongoing support by remaining actively involved in case management for longer than 60 days.

**Rural Community Ministry** Rural Community Ministry (RCAM) has provided families and individuals with housing and homelessness support within the Tri-Valley area, but most specifically Livermore, which is in its larger service area of Turner, Leeds, Greene, and environs. RCAM utilized funds to improve unhealthy living conditions, repaired heating systems for three individuals, provided a safe shelter for four individuals for 45 days in their Family Shelter, provided fuel assistance for three families (five individuals), and provided weekly transportation for two seniors for medical appointments and shopping. There have been a total of 12 individuals served by Rural Community Ministry.

**SeniorsPlus** There are currently 134 seniors receiving meals in Greater Franklin County through the Meals on Wheels program. As of this report, that represents 8,756 delivered meals. Through United Way funding, seven of those clients have received 1,820 meals to date.

**Sexual Assault Victims Emergency Services (SAVES)** SAVES coordinated drop-in centers at four Franklin County high schools, and provided 45 students with 186 hours of one-on-one support services. A total of 26 students participated in support groups for 248 hours of support group services.

**Tri-County Mental Health Services** Tri-County Mental Health Services (TCMHS) provided outpatient mental health counseling and medication management services to adults with inadequate pay sources or no pay sources to fund services. Funds have also been used to support children's group services. TCMHS has also used funds to keep people in services when they have inadequate funding but are too fragile to be discharged from services completely. In sum, 23 clients in Farmington who are currently uninsured or have large co-pays (mostly Medicare) have accessed these funds. Tri-County has used \$5,800 to compensate for unpaid charges. These consumers on average accrue \$240 per treatment episode, (ten sessions). These 23 consumers are currently in services and actively working toward their goals.

**United Methodist Economic Ministry** The United Methodist Economic Ministry (UMEM) is celebrating its 40<sup>th</sup> year in operation. Activity accomplished in the last year includes: Feeding the hungry, providing clothing and household items to those in need, helping improve living conditions, and connecting volunteers and staff to individuals who need support and stability. Specific impact includes: Serving 12,528 meals via the distribution of monthly food boxes. Families with children were provided extra food in the summer to supplement their nutrition as school lunch programs are not available, and UMEM encourages utilization of locally grown produce. The popular thrift shop is open Tues-Sat, 9-4pm and has offered numerous clean and affordable household items and clothing at low cost or free to those unable to pay. UMEM has seen an increase in requests from working families and increased sales, due to a boost in referrals by other agencies for client assistance. Fourteen Mission teams provided a safe place for people to live and donated hundreds of volunteer labor hours to paint and install new roofs, new floors, windows, doors, and four handicap ramps (one was 85 feet long with five turns). 50 free dental appointments were provided as a result of a free dental clinic. Several extractions, many fillings, cleanings and general consultations were also given, as were resources to help clients know more about dental procedures and how they can access additional procedures if needed. UMEM projects that it will serve approximately 2,900 individuals by the end of 2009. In the first six months, 1,473 were able to be served because of United Way of the Tri-Valley Area support.

**Western Maine Community Action** Western Maine Community Action provided the Greater Franklin County community with energy education, information and referral, as well as budget counseling. An energy education specialist developed a conservation curriculum for the Franklin County region which will be used at forums in Greater Franklin County this winter. A resource specialist provided budget counseling, and an energy education specialist

provided community outreach through the media. Western Maine Community action has made progress by providing 142 families in the Greater Franklin County the information to make informed decisions about energy conservation in their homes; 105 participants were educated about energy conservation methods and 548 were informed of the value of conserving energy not just for themselves, but for the community and the environment. Nine low-income households improved their access to all Energy and Housing Resource services.

**Western Maine Transportation** Western Maine Transportation Services (WMTS) provides mobility and access to health care for people with disabilities, the elderly, or low income residents of the Tri-County area, by offering the Community Rides program. Community rides are provided by a bus or volunteer driver and target individuals of all age groups who fall through current funding gaps. To date, 1,235 rides were provided within the UWTVA service area to 93 individuals. Recently, WMTS has provided informational brochures about the community rides program, and is in the process of distributing information about the program to newspapers, radio, and cable TV.

**Work First** report pending