

Cover Sheet – Social Service Activity

AGENCY NAME: Center For Human Development/Family Outreach of Amherst

AGENCY ADDRESS: 401 Main Street Suite 12 Amherst, MA 01002

AGENCY PHONE NO: 413-548-1270

CONTACT PERSON EMAIL: lreichsman@chd.org

2012 CDBG REQUEST: \$20,000

1. Project name

Family Outreach of Amherst Community Support Program

2. Project Description

Caseworkers will provide case management, advocacy, information and referral, and life skills coaching to struggling families living in poverty in Amherst.

3. Project Location

Amherst, MA

4. Budget request

\$20,000 to provide services to 20 Amherst residents a week.

5. Type of Activity (check one)

Homelessness and sheltering

Youth Development and afterschool care

Adult education and job training

Emergency and prevention services: emergency rental assistance, emergency fuel assistance, emergency food and emergency shelter services that can include case management and coordination.

Other- Please explain

6. Demonstrate consistency with Community Development Strategy

FOA is consistent with the Community Development Strategy as it provides services to families in Amherst who are at risk of, or have become homeless, and/or their utilities are in danger of being terminated. In addition, FOA works effectively with struggling families to help them learn life skills that interrupt the cycle of crisis that keeps them from having successful, stable lives.

7. Describe how you will ensure that participants meet low/moderate income requirements

Participants will fill out an income information form.

8. National Objective

Benefit to low- income and moderate-income persons

Estimate the number of low-income and moderate-income persons to benefit from the project

Total number of individuals served: 240 unduplicated families, 720 duplicated families

Total Low/Mod number of individuals served: 240 unduplicated families, 720 duplicated families

Project description

Family Outreach of Amherst (FOA), a program of the Center For Human Development, provides case management, advocacy, information and referral, and life skills coaching to struggling families living in poverty in Amherst. For residents of Amherst, FOA is an on-going resource. We often begin working with a family when they are in crisis, as time goes on and the crisis is resolved, we begin to explore with the family strategies to improve their lives in a more fundamental way. FOA caseworkers work with 35 families a week on an on-going basis. In addition, we receive approximately 15 calls a week from residents seeking assistance in areas such as housing, budgeting, and parenting.

When identifying goals for their families, many parents state that they want their children's lives to be better than their own had been. Receiving the on-going help and support needed to ensure that their desire is a reality is paramount in changing a family's direction. To address this, we will work closely with Big Brother Big Sisters (BBBS), making referrals for children who would benefit from a mentor and will meet regularly with the BBBS case manager to review the goals and progress of these shared families. These wrap-around services will make for greater outcomes for both children and families.

FOA currently has two locations in Amherst, our main office in the downtown area and a satellite office at the Echo Village apartment complex.

Community's need

The goal of Family Outreach of Amherst is to support and assist the most vulnerable members of our community. Our clients are families who struggle with mental health, trauma, medical, substance abuse, and life skills issues. We believe that although our clients are acutely struggling with these issues, they are still experts in their own lives. By providing advocacy and case management, FOA not only ensures that families receive services so that their basic needs such as housing, food, and heat are met; we also work to help families identify ways to make their life better. Parenting issues, job training, education and therapeutic interventions are some of the services we help families obtain and retain to work toward a healthier, happier life.

We work in partnership with our clients to model advocacy and life skills so that over time, a single mother who, for example, is having difficulty with her welfare worker can advocate for herself. Although we believe our services are necessary, we also believe a life will not be changed by our constant intervention, but by teaching someone to intervene in their own lives.

When working with a family we have no identified "consumer." Each individual member of the family is a client and is offered services depending on their specific needs. This means that in a given week we may take a mother and infant to a WIC appointment, attend a special education meeting for an older sibling, take the teenager of the family to buy a swimsuit so they can participate in gym class at the middle school, and take the father of the family to a job interview. In one week, with one family, we have helped with nutrition, education, basic needs, and job skills.

Community involvement

Calls for assistance have increased over the past three years by 25%. As jobs and resources for families living in poverty have become scarcer, the need for support that goes beyond "fixing" the immediate problem at hand has never been more necessary. At FOA's tenant support group, the residents identified the need for on-going coaching that supports them in attaining better life management skills that help them retain their housing, budget their money better, and learn to communicate with other helping agencies in positive ways.

In response to a survey distributed to the residents of Echo Village apartment complex, parents overwhelmingly requested services for their children such as help with homework, access to mentors for their children, and support communicating with the local schools.

Project feasibility

FOA receives approximately 15 new calls a week from individuals in the community who have been referred from a host of sources such as the local schools, doctors and neighbors. FOA is well known in the community and its services are well utilized.

FOA's annual budget is \$250,255. Our advisory board is made up of 15 residents of Amherst who annually raise nearly \$100,000 a year in funds to serve Amherst families.

FOA has been providing intensive outreach and support services for over twenty years. At its core is community-based, intensive case management for families in need of substantial supports and services. FOA has earned a reputation throughout the community as a program that can be relied on to serve effectively those families facing the greatest challenges with the fewest resources. FOA provides high quality information, referral, and advocacy services for hundreds of families each year, helping them find and secure the resources they need and are eligible for. With a smaller number of families, FOA provides intensive parent support to address acute situations that threaten the stability of the family and can put children in jeopardy.

FOA receives referrals from a wide variety of community agencies such as Big Brothers Big sisters, schools and Town departments, because they know that FOA can be depended upon to work with these families in a calm, respectful, and effective manner.

Impact

Receiving support, advocacy and life skills coaching is paramount in helping families live a healthier more stable life. This was never so evident as when Rachel (names have been changed to protect confidentiality) was referred to FOA.

Rachel became a foster child at the age of ten. She had been bounced from one foster home to another until she came to live in Amherst when she was fifteen. After being raped by the son of her last foster family, she lived in a state residential home until she turned eighteen. With no family or friends to help her, she chose to marry her abusive boyfriend. The abuse continued for the two years that she was married. After being severely beaten and waking up in the hospital, she finally pressed charges. Her husband was sentenced to ten years in prison for attempted murder. Rachel was twenty years old.

Soon after Rachel was released from the hospital she met Mark. At first he was kind to her. He always had a temper, but it was never directed at her until after their first child was born. Then Mark became very controlling. After he hit her for the first time, she left him. But with no family or friends, she had nowhere to go, and went back to Mark. He promised he wouldn't hit her again and for a while he didn't. Soon the abuse started all over again. After Rachel had her second child, the abuse got worse. After a particularly bad fight, the Department of Social Services was called. Rachel was told that in order to keep her children (who had witnessed these fights) she would have to end her relationship with Mark.

Rachel immediately ended the relationship. Although it was wonderful that the abuse stopped, her children constantly spoke of missing their father. Without the contribution of Mark's salary, Rachel was living in extreme poverty and often ran out of food at the end of the month. Mark took the family car when he left, leaving Rachel no choice but to call a taxi twice (a forty-dollar ride) to get to the hospital when their son had a severe asthma attack. After a particularly difficult day when she did not have money to take a taxi, she spent six hours on or waiting for buses to get to the hospital, and then returned home to find she had nothing in the house to feed her hungry children, she allowed Mark to move back into the house. Rachel made this decision partially because of what the children were asking for and partially

caseworker was giving and process it in a healthy way. Over the years FOA has helped scores of families like Rachels to learn the skills necessary to fundamentally change their lives.

Evaluation

FOA evaluates each participant's progress on a quarterly basis. At the beginning of each quarter, the FOA advocate and the participant together identify the goals the participant is interested in achieving over the next three months. At the end of the quarter, they rank the achievement rate of these goals with the following options: no change, 50% goal reached, 75% goal reached, or 100% goal reached. This method gives both the participant and the caseworker an on-going evaluation tool to identify the strategies that are working well for the participant. It also allows the caseworker and client to continually and effectively address areas in which the client can become "stuck", ensuring the potential for on-going growth and improvement in the participant's life.

Agency information

For over twenty years, FOA has consistently been responsive to the needs of struggling Amherst families, through our case management and advocacy programs and our special programs such as the Amherst Juvenile Court Diversion Program, The Learning for Life literacy project, the Voices for Change women's empowerment project, the Domestic Violence Response Project, the Women's Resource Empowerment Network group, and our latest project, the Family Outreach at Echo Village community organizing project. All these projects have one common theme: they were all implemented in response to a stated need from both Town officials and community members alike. In addition, FOA has consistently worked closely with the Amherst Police Department, the public schools, and programs such as Big Brothers Big Sisters to provide the best services possible to Amherst's most fragile citizens.

FOA is a program of the Center for Human development which provides advocacy, empowerment, independence and community integration while confronting the most critical problems faced by children, families and adults in our region. CHD is a leader in community initiatives and works collaboratively and in partnership with other agencies/community based resources to provide the best services and participate in the creation and maintenance of effective and responsive community systems.

Family Outreach of Amherst

July 1, 2012 thru June 30, 2013

PERSONNEL		
PROGRAM DIRECTOR		26,095
CASEWORKER		16,704
FAMILY CASEWORKER		62,773
PROGRAM SUPERVISOR		34,437
OFFICE MANAGER		7,499
ADMINISTRATIVE ASSISTANT		2,936
SUB-TOTAL SALARIES		149,444
F.I.C.A.		10,883
UNIVERSAL HEALTH INSURANCE TAX		291
UNEMPLOYMENT TAX		1,493
WORKMAN'S COMPENSATION		1,583
Total Payroll Taxes		14,250
LIFE INSURANCE & DISABILITY		1,276
HEALTH INSURANCE		12,679
DENTAL INSURANCE		795
PENSION		2,494
Total Fringe Benefits		17,245
Total Personnel Costs		180,939
DIRECT PROGRAM COST		
TEMPORARY HELP/202		
WORK STUDY		200
SUB-TOTAL CONSULTANT 202		200
STAFF TRAINING/204		
TRAINING/STAFF		400
STAFF MILEAGE/TRAVEL/205		
STAFF MILEAGE		10,000
SUB-CONTRACTED DIRECT CARE		
CLIENT TRANSPORTATION/208		
TOLLS & PARKING		25
SUB-TOTAL CLIENT TRANSPORTATION		25
PROG. SUPPLIES, MAT. & EXP. ITEMS OF EQUIP.215		
MISCELLANEOUS CLIENT EXP		5,000
SUPPLIES/PROGRAM		1,000
DEPRECIATION - COMPUTERS		
SUB-TOTAL PROGRAM SUPPLIES		6,000
PROGRAM SUPPORT/216		
COMMUNITY RELATIONS		1,300
EQUIPMENT MAINTENANCE		57
EQUIPMENT RENTAL		346
FUND RAISING EXPENSE		9,500
INSURANCE PROFESSIONAL		1,251
INTERNET CONNECTION		515
MEMBERSHIPS		140
MINOR EQUIP (OFFICE)		500
POSTAGE		266
PRINTING/REPRODUCTION		650
STAFF INCENTIVES		300
SUPPLIES/OFFICE		1,748
TELEPHONE MOBILE		3,984
TELEPHONE (OFFICE)		1,011
WEBSITE EXPENSE		18
SUB-TOTAL PROGRAM SUPPORT		21,486
OCCUPANCY		
PROGRAM FACILITIES		
RENT OFFICE		4,104
SUB-TOTAL PROGRAM FACILITIES		4,104
FACILITIES OPERATION, MAINT, EQUIP. & FURNISHINGS		
GEN LIABILITY INSURANCE		41
INSURANCE PROPERTY		81
REPAIR & MAINTENANCE (OFFICE)		152
SUPPLIES/HOUSEHOLD		50
SUB-TOTAL FACILITIES OPERATIONS		324
Other Direct Costs		42,539

Family Outreach of Amherst

July 1, 2012 thru June 30, 2013

PERSONNEL		
Total Direct Costs		223,478
INDIRECT COST		26,777
GRAND TOTAL		260,255
REVENUE SOURCES		
INCOME - AEC		50,000
INCOME - DCF CONTRACT		83,797
INCOME - FUND RAISING		96,500
INCOME - TOWN OF AMHERST		20,000
Total Revenue		260,297
SURPLUS/DEFICIT		42

THE AMHERST, PELHAM & AMHERST-PELHAM REGIONAL
PUBLIC SCHOOLS

Serving Amherst, Pelham and the Amherst-Pelham Region

OFFICE OF THE SUPERINTENDENT
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 ORIGINAL

September 12, 2011

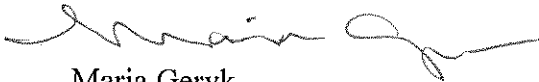
To Whom It May Concern:

I am writing to express my unequivocal support for the Community Development Block Grant application of Family Outreach of Amherst. If funded, the grant will allow Family Outreach of Amherst, Big Brothers, Big Sisters of Hampshire County, and the Amherst, Pelham and Amherst-Pelham Regional Schools to work in true partnership on behalf of our community's children. Through collaboration and coordination, we will be able to identify those children and families most in need of service and to follow up in a focused, expedient manner.

Due to high demand for their services, Big Brothers, Big Sisters has a long waiting-list of children needing a match. Block grant funding will provide the resources necessary to allow Big Brothers, Big Sisters to immediately place students referred from the schools or from Family Outreach of Amherst in either their community-based program or their site-based *Kids to Campus* program. Likewise, Family Outreach of Amherst will provide any of their needed services to those families referred by Big Brothers, Big Sisters or the schools. The ultimate goal is to more effectively serve children and families in need by ensuring that they are receiving wrap-around services from all of the resources available to them.

The Amherst, Pelham and Amherst-Pelham Regional Schools are looking forward to strengthening our partnership with Family Outreach of Amherst and Big Brothers, Big Sisters of Hampshire County. I hope you will give this grant application your highest consideration to assist us in this goal.

Sincerely,



Maria Geryk
Superintendent of Schools