

Introduction

St. Mary's Outreach Center (SMOC) is a nonprofit 501(c) (3) whose mission is to help economically disadvantaged seniors maintain self-sufficiency and live independently with dignity and self-respect. Our geographic area includes the neighborhoods of Hampden, Medfield, Remington, Woodberry, Hoes Heights, and Wyman Park in Baltimore City. We are able to support these seniors with hands-on assistance in getting the benefits of local, state, and federal programs for which they are eligible. SMOC works confidentially face-to-face with the seniors making them feel safe and comfortable. Our clients place a tremendous amount of trust in the staff at St. Mary's.

Every new year is an exciting one for SMOC and our clients. We plan our special events for the new year and plan how we can help the seniors on a day-to-day basis with forms, applications, paperwork, and Medicare issues, to name a few. Each year during open-enrollment period, the Medicare process is a major issue for St. Mary's and all of our clients. We hold information sessions and combine that with a luncheon or an ice cream social. We also help them individually with their own Medicare choices. Medicare is one of the most confusing, complicated issues with which the seniors must deal every single year so we are thankful that we are available to assist them. The senior luncheon that we held this past February was very successful! We had someone speak on Medicare and the Affordable Care Act, followed by a warm, delicious luncheon. It was a very informative time but also a great time of fun and fellowship for the seniors to get together with each other and visit. Simply gathering together as a group is a very important part of enhancing the quality of life for the seniors. We also promote self-sustainability by endowing our clients with the means to feed, shelter and clothe themselves, as well as pay for medications and other necessities of life.

We have built a wonderful, trusting relationship with the seniors in our working areas and look forward to keeping that relationship and commitment to them strong for years to come!

"St. Mary's Outreach Center is the premiere organization serving vulnerable older adults of the community. They have the trust of the community, and that's the important part; they don't make promises that they can't deliver on." E.G.

Information & Referral Services

SMOC staff helped over 680 individuals with 5,866 service requests in 2013. While not every request results in a client gaining financial resources or saving money, our efforts helped clients realize measurable benefits in excess of \$516,790.

SMOC serves lower income elderly residents in Zip Code 21211. Many of these people have great difficulty navigating the complex systems of the government. Most of them are incapable of accessing, or uncomfortable with online information and forms and are

distrustful of people they don't know. SMOC helps bridge the gaps so that our clients do not miss out on benefits they are entitled to receive or emergency assistance they truly need.

SMOC assisted:

- 225 people file Energy Assistance applications for an annual benefit totaling \$135,000.
- 92 people apply for Food Stamps for an annual value of \$82,000.
- 79 people apply for QMB/SLMB, a program that assists seniors by providing supplementary funding for Part B and Medical Assistance. While the amount of Medical Assistance can't be measured, the Medicare Part B assistance had an annual value of \$99,445.
- 95 people apply for Renter or Homeowner tax credits with an annual value of \$62,000.
- 100 people sort out their best Medicare Part D options and qualify for extra help with a value of \$61,220.
- 55 people qualify for discounted water bills for an annual savings of \$9,900.
- 43 people apply for assistance from the Fuel Fund of Maryland with an annual benefit of \$35,125.

In addition, SMOC referred over 400 people for help with medical care, transportation, legal services, food and other essentials of living.

SMOC services also included typing letters for people and even reading letters to people and writing checks for clients who are functionally illiterate. Over the years, through word-of-mouth and community outreach efforts, SMOC has become the place where older residents and their families turn for help. When SMOC can't help them, we always refer them to some place that may be of assistance.

“Wanted to let you know that I am very appreciative of your help and kindness that you show me whenever I need help with things. There should be more people in the world like you.” D.N.

Senior Programs

SMOC sponsors a wide range of social and educational programs for older adults.

During 2013, parties were held for Mother's Day and Father's Day. There was a summer picnic, Ice Cream Social and a Fall Harvest Luncheon, to name a few. These parties are very important socialization opportunities for our clients and often involve people who have no family in the area. St Mary's luncheon programs served some 548 people during the course of the year.

SMOC also conducts Health Fairs with the cooperation of the University Of Maryland School Of Pharmacy. These are organized with the help of Dr. Nicki Brandt, a SMOC

Board member. Dr. Brandt and her pharmacy students take blood pressures, talk on a healthy heart, diabetes, go over medications and also get the Maryland School of Dentistry involved to do oral cancer screenings.

“Just a BIG thank you for all your work on the Mother’s Day Tea. Everything worked out just right.” J.M.

Community Outreach & Partnerships

SMOC staff maintains a community presence by attending neighborhood association meetings in Hampden, Medfield, Remington and Wyman Park. These meetings, along with informational notices in neighborhood newsletters, help connect people with SMOC.

SMOC has contact with area churches through the HWRMW Christian Fellowship and runs the Community Service Office at the Food Pantry.

SMOC is engaged in active partnerships with, the Hampden Family Center, the Fuel Fund of Maryland, Roland Park Place, Episcopal Ministries to the Aging, Symphony Manor, Meals on Wheels, the Baltimore CASH Campaign, the Franciscan Center, Baltimore City Department of Social Services, Baltimore City Health Department Office of Aging and CARE Services, Feeding the People, MEAP, Action In Maturity (AIM), St. Mary’s Roland View Towers, and the Maryland Food Bank, to name a few.

“I may not always know what to do, but I always know who to turn to. Thank you for being there ...for everything.” C.B.

Volunteer Acknowledgements

Space limitations placed severe limits on SMOC’s use of volunteers. Nevertheless, SMOC has some dedicated volunteers who contributed a total of 534 hours of their time and talent to our efforts.

- Symphony Manor of Roland Park
- St. Matthews UMC Youth Group
- Dr. Brandt and her pharmacy students
- Roland Park Place
- Faith Mennonite High School Choir
- Cappi McDaniel
- Chris Naylor
- Janet Neer
- Martha Roll
- Ginny Allen
- Ken Simmons

- Greg Little
- Bobby Waybright
- Bridget Finnerty
- Debbie Finnerty
- Pat Fidler
- Lucy Muffoletto
- Anne Sonntag
- Susan Rose
- Fran Brown
- William P. Miller
- Betsy Childs