

ST. MARY'S OUTREACH CENTER 2016 ANNUAL REPORT

Introduction

St. Mary's Outreach Center (SMOC) is a nonprofit 501(c)(3) whose mission is to help economically disadvantaged older adults maintain self-sufficiency and live independently with dignity and self-respect. Our primary geographic area includes the neighborhoods of Hampden, Medfield, Remington, Woodberry, Hoes Heights, Wyman Park and surrounding area in Baltimore City. We support these older adults 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 our clients so they 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 its clients. We schedule special events throughout the year and plan how we can help our clients on a day-to-day basis with forms, applications, paperwork, and Medicare issues, to name a few. Each year during open-enrollment period, we help our seniors individually with their own Medicare choices. Medicare is one of the most confusing, complicated issues with which older adults must deal every single year, so we are thankful that we are available to assist them.

Our social events are informative as well as giving socialization opportunities to our clients to help combat isolation issues (a huge problem for seniors). For example, **the Police Department attended our most recent luncheon and talked to the seniors about Fraud, Identity Theft, and Scams that are currently targeting seniors. Our seniors had many questions for the officers and really enjoyed listening to and learning from them. This presentation, and question and answer period,** was 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 older adults.

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 older adult clients and look forward to keeping that relationship and commitment to them strong for years to come!

"St. Mary's Outreach Center is the premier 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.

St. Mary's is in partnership with the National Council on Aging and the Baltimore City Health Department Division of Aging and CARE Services to pilot the Economic Check-Up. This program is a holistic approach to economic casework to effectively address the needs of older Americans experiencing economic distress. The goal of this program is to help seniors improve their quality of life. This initiative consists of filling out a questionnaire from which seniors will get a personal report with tips on money management and budgeting, staying healthy, and protecting their financial information. All recommendations in this report are designed to meet the unique needs of seniors and ease their economic stress.

For the second year, St. Mary's Outreach, in conjunction with the Maryland Food Bank and the USDA, has operated the Commodity Food Supplement Program or "My Groceries to Go", whereby each month, 87 eligible seniors receive a 40-lb box of healthy food. Hunger is a major issue for our low-income seniors, and this program is having a huge positive impact on the community.

"It sure helps me make it through the month!" M.M.

Information & Referral Services

SMOC staff helped more than 750 individuals with 7,515 service requests in 2016. While not every request results in a client gaining financial resources or saving money, our efforts helped clients realize measurable benefits in excess of \$763,000.00.

SMOC focuses on serving lower income elderly residents in the greater Hampden community and beyond in Baltimore City. Many of these people have great difficulty navigating the complex systems of the government. Most of them are incapable of accessing, or are uncomfortable with, online information and forms and are distrustful of people they don't know. SMOC helps bridge the gaps so that its clients do not miss out on benefits they are entitled to receive or emergency assistance they truly need.

SMOC helped:

- 275 people file Energy Assistance applications for an annual benefit totaling \$165,000.
- 166 people apply for Food Stamps and obtain ***My Groceries to Go*** for an annual value of \$218,000.
- 89 people apply for QMB/SLMB, a program that assists seniors by providing Medical Assistance and supplementary funding for Medicare Part B premium. While the amount of Medical Assistance can't be measured, the Medicare Part B assistance had an annual value of \$112,033.
- 121 people apply for Renter or Homeowner tax credits with an annual value of \$102,850.
- 125 people sort out their best Medicare Part D options and assisted eligible seniors with extra help: a value of \$93,120.
- 81 people qualify for discounted water bills for an annual savings of \$17,010.
- 15 people apply for assistance from the Fuel Fund of Maryland with an annual benefit of \$9,000.

In addition, SMOC referred over 405 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 to for help. When SMOC can't help them, they are always referred to a place that can.

"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

St. Mary's sponsors a wide range of social and educational programs for older adults.

During 2016, parties were held for Spring events and a Mother's Day Tea. 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 448 people this year.

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

SMOC also conducts Health Fairs with the cooperation of the University Of Maryland School Of Pharmacy. These are organized with the help of Dr. Nicole Brandt, a SMOC Board member. Dr. Brandt and her pharmacy students take blood pressures, talk on a healthy heart and diabetes, go over medications, and help with Medicare D in the fall. They also get the Maryland School of Dentistry involved to do oral cancer screenings.

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.

St. Mary's Outreach has contact with area churches through the HWRMW Christian Fellowship and runs the Community Service Office at the local 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, Meals on Wheels, the Baltimore CASH Campaign, Baltimore City Department of Social Services, Baltimore City Health Department Office of Aging and CARE Services, Feeding the People, Maryland Energy Assistance Program, 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

We have some dedicated volunteers who contributed a total of 718 hours of their time and talent to our efforts. We could not perform our mission without these valuable volunteers. We are especially indebted to the increased participation of members of the Women's Giving Circle and volunteers from Roland Park Place along with the following:

- *Dr. Brandt and her pharmacy students*
- *Roland Park Place staff, residents, & board members*
- *Tasha Cornish*
- *Cappi McDaniel*
- *Chris Naylor*
- *Janet Neer*
- *Elie Randrup*
- *Martha Roll*
- *Ginny Allen*
- *Liz Moriarty*
- *Ken Simmons*
- *Bobby Waybright*
- *Bridget Finnerty*
- *Debbie Finnerty*
- *Pat Fidler*
- *Lucy Muffoletto*
- *Terry Snyder*
- *William P. Miller*
- *Betsy Childs*
- *Lou Willet*
- *Heidi Pullara*
- *Vince Pullara*
- *Rev. Wayne Larson*
- *Gary Montgomery*
- *Jim Breedlove*

Friends & Supporters

The valuable work of the St. Mary's Outreach Center could not be done without the generous financial assistance of these foundations, businesses, and individuals. Thank you!

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