

ST. MARY'S OUTREACH CENTER 2015 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 geographic area includes the neighborhoods of Hampden, Medfield, Remington, Woodberry, Hoes Heights, and Wyman Park in Baltimore City. We are able to 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 our 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, the Medicare process is a major issue for St. Mary's and all of our clients. We help them 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 adults 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.

This was a year of planning for the future and launching new initiatives:

With a grant from the Goldseker Foundation and the consulting assistance of Wendy Wolff from Maryland Nonprofits, the SMOC Board embarked on a Strategic Planning process that will be completed and implemented over the next three to five years. This effort is designed to assure the continued health and growth of SMOC so that it can better serve many more seniors in Baltimore City.

SMOC also was honored to be invited to participate in two new programs. The ***Economic CheckUP*** and ***My Groceries to Go (details on these programs below)***.

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.

This year, the Maryland Food Bank, in conjunction with the USDA, and St. Mary's Outreach has started the Commodity Food Supplement Program or "My Groceries to Go", whereby every eligible senior receives a 40-lb box of healthy food and fresh produce from local farms when available. Hunger is a major issue for our low-income seniors, and this program is having a huge positive impact on the community. St. Mary's was asked to hold the statewide kick off program on September 12th 2015. We had the USDA, Maryland Dept. of Aging, Secretary of Aging, Newspapers and TV correspondents here at St. Mary's, with a lot of fresh produce from the Maryland farmers.

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

Information & Referral Services

SMOC staff helped more than 830 individuals with 6,510 service requests in 2015. While not every request results in a client gaining financial resources or saving money, our efforts helped clients realize measurable benefits in excess of \$651,000.

SMOC focuses on serving 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 helped:

- 250 people file Energy Assistance applications for an annual benefit totaling \$150,000.
- 100 people apply for Food Stamps and obtain ***My Groceries to Go*** for an annual value of \$216,000.
- 49 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 \$61,681.
- 100 people apply for Renter or Homeowner tax credits with an annual value of \$75,000.
- 215 people sort out their best Medicare Part D options and qualify for extra help with a value of \$88,480.

- 62 people qualify for discounted water bills for an annual savings of \$12,090.
- 24 people apply for assistance from the Fuel Fund of Maryland with an annual benefit of \$15,825.

In addition, SMOC referred over 429 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 2015, 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 448 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. 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 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 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, 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 635 hours of their time and talent to our efforts. We could not perform our mission without these valuable volunteers.

- *St. Matthews UMC Youth Group*
- *Dr. Brandt and her pharmacy students*
- *Roland Park Place staff & residents*
- *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*
- *Sarah Ryan*
- *Anne Sonntag*
- *Terry Snyder*
- *Fran Brown*
- *William P. Miller*
- *Betsy Childs*
- *Val Smith*
- *Lou Willet*
- *Hiedi Pullara*

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!

Foundations & Grants

Abell Foundation
Baltimore Women's Giving Circle
Charles T. Bauer Foundation
Corckran Family Charitable Foundation
Digges Fund/Baltimore Community Foundation
Dresher Foundation
Goldseker Foundation
Good Shepherd United Methodist Church
Marion I. & Henry J. Knott Foundation
John J. Leidy Foundation
Lutheran Home and Hospital Foundation
Miles White Beneficial Society of Baltimore City
Mitzvah Fund for Good Deeds
St. David's Church
St. Thomas Aquinas
Thome Memorial Foundation, Edward N. & Della L.
The Harry & Jeanette Weinberg Foundation, Inc.

Businesses

<i>Apple I-Watch</i>	<i>Milk & Ice</i>
<i>BSO Tickets</i>	<i>Miss Shirley's</i>
<i>Brentwood Automotive</i>	<i>Movie Theme Basket</i>
<i>Center Stage Tickets</i>	<i>National Aquarium Tickets & Mug</i>
<i>Cloud 9</i>	<i>Nyquist Inc.</i>
<i>Coffee Basket</i>	<i>Orioles Tickets</i>
<i>Colours Salon & Day Spa</i>	<i>Radisson Hotel at Cross Keys</i>
<i>Corradetti Glass Studio & Gallery</i>	<i>Sandy's Bargain Center</i>
<i>Dangerously Delicious Pies</i>	<i>Stained Glass Hanging Art</i>
<i>Falkenhans Hardware</i>	<i>The Silver Fox</i>
<i>Falls Road Carryout</i>	<i>The Unartist</i>
<i>Fleckenstein Gallery & Archival Framing</i>	<i>Trohv</i>
<i>Gertrude's</i>	<i>Visa Gift Card</i>
<i>Holiday Wreaths</i>	<i>Whatnots</i>
<i>Integrace</i>	<i>Wine Basket</i>
<i>La Contessa</i>	<i>Wockenfuss Chocolates</i>
<i>McCormick's Basket</i>	<i>Woodberry Kitchen</i>
	<i>Zeke's Coffee</i>

Individual Supporters

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Who We Are

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Ms. Martha M. Roll, Treasurer
Dr. Nicole J. Brandt
Deborah Finnerity

Ms. Teresa Snyder
Ms. Tasha Cornish
The Rev. Bonnie McCubbin
Mr. Lou Willett
Ms. Thelma Winn

Staffing

Sandra Simmons, Executive Director
Carol Wolbert, Resource & Referral Specialist
Fred Gorman, Office Manager
Chris Naylor, Bookkeeper
William P. Miller, Consultant

2015 Budget

Income:

Grants	\$142,100
Donations/Public Support	38,875
Other income	9,660
TOTAL	190,635

Expenditures:

Personnel	\$120,501
Office Operations	28,921
Other Program Costs	12,301
TOTAL	\$161,723

Surplus (deficit) \$ 28,912

St. Mary's Outreach Center
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