

Food Prayer Love **FOR ALL** St. Vincent de Paul Place • Norwich

Summary Report: January 1, 2016 – December 31, 2016



Our goal is to provide food, companionship, and advocacy for anyone in need, regardless of age, gender, race, or religion. Our primary services address hunger: we serve breakfast and lunch six days a week, and our food pantry distributes food three days a week. Our care and advocacy program assists those whose needs go beyond nutrition. Through all our services and counseling, we strive to motivate those we serve toward self-sufficiency and a better life.

Participants. Our patrons include the homeless, the unemployed, the working poor, veterans, the disabled, senior citizens, and persons living in temporary housing including domestic abuse victims, people recently released from prison, and participants in recovery programs. They are an ethnically and racially mixed sub-population of the greater Norwich area, and they range in age from infants to the elderly. We serve individuals and families.

Staff. Our staff comprises 4 full-time and 3 part-time employees. Over 100 active volunteers support this ministry. We also serve as a location for performing assigned community service and participate in the Senior Community Service Employment Program (SCSEP). In 2016, our volunteers, community service workers, and SCSEP trainees provided time equivalent to 13 additional full-time staff members.

| <i>Full-time Employees</i> | <i>Volunteers</i> | <i>Community Service Workers</i> | <i>SCSEP Trainees</i> |
|----------------------------|-----------------------|----------------------------------|-----------------------|
| Executive Director | kitchen crew | dishwashers | maintenance |
| Case Manager | front office workers | parking lot clean-up | food prep |
| Administrative Assistant | pantry workers | garbage disposal | dishwasher |
| Pantry Manager | laundry angels | dining room | janitorial |
| | bread runners | truck delivery unloading | |
| <i>Part-time Employees</i> | produce runners | | |
| Monday/Tuesday Chef | apartment suppliers | | |
| Wednesday-Saturday Chef | outside organizations | | |
| Kitchen Manager | | | |
| | 20,035 hours | 5,623 hours | 2,777 hours |

Program Achievements

Community Meals Program

Breakfast (8 a.m. to 10 a.m.) and a midday main meal (11:30 a.m. to 1:00 p.m.) are served Monday through Saturday. Sandwiches are available so that people who come for breakfast may take a sandwich to work for lunch. Those who come for lunch, particularly the homeless, may take a sandwich for supper.

A special meal was provided for more than 300 holiday guests on both Thanksgiving and Christmas days. Keeping with our annual tradition, each diner on Christmas Day received a miracle bag containing hygiene products and warm items such as socks, hat, and gloves.

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| <p><u>2016</u> 74,900 Breakfasts and Midday main meals</p> <p>315 days</p> <p>239 meals per day</p> <p>9% increase over 2015</p> |
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Food Pantry Program



The food pantry provides food for preparation at home. Pantry hours are Monday and Wednesday from 1 p.m. to 3 p.m. and Saturday from 9 a.m. to 11 a.m. Emergencies are accommodated daily. Patrons may visit once a week and are welcome to eat in the dining room on the day they visit the pantry. Participants receive about 3 days worth of food for each family member. Choosing the food appropriate for their family reduces waste. As the table below shows, need for pantry services is increasing dramatically.

| <u>2016</u> | <u>Growth</u> |
|---------------------------------------|---|
| 1,411 unique households served | 2008: 38 households & 114 people/day |
| 3,735 unique people served | 2013: 54 households & 163 people/day |
| 32% were children under 18 | 2016: 84 households & 250 people/day |
| 153 pantry days | |
| 12,878 visits | |
| 397,375 meals distributed | |

Care and Advocacy

This program fosters the well-being of our patrons addressing the whole person from infancy to the elderly. We offer a wide range of services including a shower, hygiene supplies, clothing, household items, bus tickets, as well as phone, fax, mail, and computer access. The needs of infants and children are addressed through generous donations of diapers and formula, baby items, car seats, and clothing. Books have been distributed to foster reading and education. School children participated in a backpack program at the start of the school year and Santa's Workshop provided parents an opportunity to give gifts, coats, hats, and gloves to their children on Christmas morning.



Our case manager provides options for self-advocacy, housing, treatment, and recovery to anyone who is struggling with issues such as unemployment, underemployment, homelessness, medical or mental health issues, or substance abuse. She contributed to ending homelessness by navigating through the Coordinated Access Network for those facing housing crises.

During severe winter weather, she implemented a protocol of daily contact with those still living outside. The extreme weather emergency protocol promotes the safety of our patrons who live outside or in vehicles during winter. The protocol includes daily contact (in person or by phone or text message). These daily check-ins provide a safety net against hypothermia, carbon monoxide poisoning, injury due to fallen limbs or trees, mental health breakdowns, medical emergencies, and inadequate food and water supplies.

Emergency assistance. Grants allowed us to make small amounts of assistance available to assist those seeking self-sufficiency. Funding from the Women & Girls Fund helped 23 women overcome financial obstacles related to job searches, transportation, identification, licenses, and clothing. Accessing benefits and connecting with available support systems ultimately provided these women and their families a more stable economic situation. The success of these women was seen in a number of ways, including seven women finding employment, one being able to interview for a more lucrative job, two women being able to maintain their housing and/or utilities, and others being able to apply for work or state benefits. An expenditure as small as \$57 per person can make a life-altering difference in economic security and self-preservation.

Funding from The Catholic Foundation allowed us to fulfill 74 requests for assistance with identification, prescription copays, rent, utilities, and miscellaneous needs. Although the average expenditure was relatively small (\$73), the impact was large. It can mean moving from homelessness to housing or it can prevent a family from becoming homeless.

Serving the Community



Starting in March 2014, Reliance House and St. Vincent de Paul Place collaborated with other organizations to conduct monthly community cleanups from March through September. On the last Saturday of the month from 9 a.m. to 11 a.m., volunteers cleaned a public area in Norwich such as streets near SVdPP, Howard T. Brown Park at Norwich Marina, and Indian Leap Falls in Norwich. The amount of refuse removed is impressive!

2014: 12,960 lbs.
2015: 16,720 lbs.
2016: 26,943 lbs.
Grand total: 56,623 lbs.

Pets. St. Vincent de Paul Place partnered with the Connecticut Humane Society and Norwich Human Services, Norwich City Clerk's office, Norwich Animal Control, and the Norwich Community Policing Unit. With funding from the Community Foundation of Eastern Connecticut, the partners hosted six pet clinics providing vaccinations and care to 333 pets. Dogs were also provided with licenses paid for by Norwich Human Services and St. Vincent de Paul Place. Connecticut Humane Society, Lisbon Petco, and Norwich Petsense provided pet food and supplies to SVdPP so that patrons with pets would have year round access. Pantry participants and dining room patrons were very grateful for this service. A family experiencing hard times may find it difficult to provide for their animals. Giving up pets can further disrupt the family situation. People under stress need the unconditional love a pet provides. These combined efforts make our community friendlier and safer for all.



Support. We are generously supported by the Diocese of Norwich, the Gemma E. Moran United Way/Labor Food Center, local farms and businesses, foundations, faith communities, organizations, families, individuals, and volunteers who provide funding, food, and time.

Outcomes. Success is achieved one person and one family at a time – moving from homelessness to housing, combating food insecurity, and providing stability, outreach, and hope.