

## **September 2016 Human Services Report – Director of Human Services**

### **Walk - in -33 Appointments –28 Telephone calls –201**

**Grants-** \$1,500 for Small Wonders and Senior gift cards was granted.

**Dial – A –Ride –** July, August , September 627 riders

**Small Wonders Holiday Program –** Applications are being accepted for the Small Wonders Holiday Program. Last year we had 170 children at final count for this program. Sponsors are needed for the children. We are looking for volunteers for the week of December 12<sup>th</sup> to help sort, pack and distribute the gifts. We will be doing this in the Community Room from 8-4:30pm. Last year the Director and volunteers stayed until as late as 1:00am on a few of the nights this is going to be avoided this year and we will be utilizing the day time hours and volunteers available during this time.

**Outreach to Elderly Housing –** The sign-up sheet is working well – The Director of Human Services is usually at each site from 9am-11am. The Director is seeing an average of 10 clients in that time period at each site.

**Workshops –** The Director secured educational workshops for Gosinski Park residents. A Meet and Greet has been scheduled for October 17<sup>th</sup>. The facilitator will give a survey asking the residents what kind of workshops they would like.

**Trainings –** Mental Health First Aid Training went very well with 16 people attending

#### **Meetings:**

CLASS – Conference was attended – presentations included – Cultural Competency, Understanding Gender Identity and the Transgender Community and the Opioid Epidemic

Pathways Program at CT Community Foundation provided training on “Working with Difficult People”

**Senior Nutrition Class –** The last of our series of classes started September 23<sup>rd</sup>. Watching this group of people bond with each other has been amazing. One of the ladies was pretty much home bound without transportation or a support system. She came to the class using Dial-A- Ride transportation and met a friend. They now go on outings together. This class not only provided nutrition education but it also provided socialization for the seniors.

**Supplemental Commodity Food Program –** Currently 16 seniors receive food boxes on a monthly basis on the 3<sup>rd</sup> Wednesday of every month. This is an income based program. The boxes include juice, cheese, rice, canned veggies, tomato sauce and other assorted non-perishable food items valuing around \$50.00.

**SNAP Education -** a nutrition workshop is being provided through the University of Saint Joseph. We had our first workshop September 21<sup>st</sup> with approximately 12 people in attendance. The topic was “Plan, Shop and Save” We are looking forward to next month.

**Personnel –** As always the office is very busy and without support staff to answer phones etc. many times when the Director is working with a client there are interruptions of residents knocking on the

door for assistance or the telephone ringing etc. This is sometimes a challenge due to the sensitive nature of the office. A part time assistant would be helpful.