

Our Community

Volunteers assist HSP in a variety of areas including but not limited to: shelter support, clerical support, data entry, drivers for donation pickup and delivery, computer technician, housekeeping, laundry, cooking, child care, gardening and lawn care, mentoring, arts and crafts, website development, fundraising, grant research and writing and support for Month of Sundays and the Neighbors In Need Holiday Programs. HSP has a full-time volunteer coordinator to evaluate the skills and interests of volunteers and ensure a positive experience for the volunteer and the agency. Last year HSP had 456 volunteers serving a total of 28,320. We could not survive with our volunteers.

Fundraising continues to be an ongoing priority. "Month of Sundays" summer concerts have provided free musical entertainment to the community since 1995 through a partnership with the Carroll County Department of Recreation and Parks and Westminster City Recreation and Parks. Contributions from partners and the audience members cover production costs and proceeds from sponsors of the event benefit the HSP endowment fund. Audience donations of non-perishable food, personal care items, cleaning supplies and paper products benefit HSP clients. HSP is working to develop additional fundraising strategies to supplement and better leverage its current financial support.

Donations of paper products, personal care items, cleaning supplies, office supplies, linens and other general household goods provide valuable support to HSP's program operations. Arrangements can be made for HSP to pickup donations of these goods, in addition to items that can be donated to Second Chances (detailed below).

Outreach is a critical component of this program. Information is provided to schools, churches, civic and service organizations, private sector businesses, business advocacy groups, social clubs, youth organizations and partner agencies. Besides sharing details on the resources provided by HSP, this is the venue where fundraising, donation and volunteer opportunities are explored and encouraged. Representation at community meetings helps to ensure that HSP is aware of the many programs and resources available to assist our clients and, in turn, to increase awareness of the vast array of services that we provide.

Second Chances is Carroll County's only free store which provides a necessary resource for HSP clients while also serving as the hands-on work site for HSP's job readiness and life skills training program, Opportunity WORKS. Second Chances accepts donations of new and gently used furniture and household items. These items are made available *free of charge* to individuals and families leaving the shelters. Donated clothing, books, and toys are provided *free of charge* to anyone in need in the community.



Human Services Programs of Carroll County, Inc. FY11 Annual Report



Carroll County's Community Action Agency

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Human Services Programs of Carroll County, Inc. (HSP) embraces a mission to improve the quality of life and self-sufficiency of at-risk and low-income Carroll County residents by providing assistance with basic needs, advocacy, linkages to resources and opportunities to enhance life skills.

HSP serves as the point-of-entry for accessing community services in Carroll County and is a private, non-profit 510c3 corporation with nearly 75 employees. HSP is part of a large, national network of Community Action Agencies which share eight common goals. These goals - Employment, Education, Income Management, Housing, Emergency Services, Nutrition, Linkages among Resources and Self-sufficiency - are achieved either through direct service or by partnerships and collaborations.

Much of what we do is funded by private or government grants. While this funding is vital for the work that we do, it is often very specific in what it will and will not provide to assist families in need. HSP relies on the generosity of donors who are committed to helping us make the lives of low income families better and their futures brighter.

Needs often do not fit neatly within grant guidelines. That is why community support is so important - to provide the flexibility of compassion that is missing from rigid grant requirements. All donations to HSP are handled with great care and, if specified, are used for their designated purposes. Undesignated, general donations allow us to address the greatest immediate needs when other resources are not available. Without caring donors that choose to support the work we do for *the least among us*, many of our programs would not be able to provide critical services that are needed every day.

Our Funding

HSP operates its programs through a mix of Federal, State and Local funding as well as private grants and donations.

Our grants come from an eclectic mix of funders including:

- Carroll County Commissioners
- Maryland Department of Human Resources
- Maryland Department of Housing and Community Development
- Maryland Emergency Food Program
- Maryland Family Network
- Governor’s Office of Crime Control and Prevention
- US Department of Housing and Urban Development
- Office of Home Energy Programs
- Fuel Fund of Maryland
- United Way of Central Maryland
- Community Service Block Grant
- Emergency Food and Shelter Grant
- Safe and Stable Families
- Baltimore Community Foundation
- Barbara Bush Foundation
- Parents as Teachers
- Volunteer Income Tax Assistance through Maryland Cash

Funding Overview

<i>Revenue</i>		<i>Expenses</i>		<i>Direct Benefit</i>
Federal	\$1,685,508	46%	\$776,087	\$ 909,421
County	\$ 821,020	23%	\$748,570	\$ 72,450
State	\$ 597,564	17%	\$578,657	\$ 18,907
Local	\$ 452,025	12%	\$270,405	\$ 181,620
Other	\$ 80,938	2%	\$ 80,938	
Total	\$3,637,055			

Our Staff

HSP believes that a high-caliber, diverse staff is critical to the effective delivery of services needed to serve and assist at-risk and low-income residents of our community. The success of our mission is directly attributable to our dedicated staff. These are the people who make decisions on a daily basis that will make a difference and keep a struggling family together.

HSP Leadership Team (current):

Executive Director	Cynthia Parr
Associate Director, Housing & Shelter	Corina Canon
Deputy Director, Development & Community Relations	Holly Hutchins
Director, Carroll County Family Support Center	Joyce Tierney
Fiscal Officer	Beverly Davis
Human Resource Manager	Lisa Kuhn
Program Manager, Emergency Assistance	Rebecca Kemp
(Retired Executive Director, as of 8.31.11)	Stephen Mood

Breakdown of Positions:

Program Coordinator	6FT	
Program Specialist	13FT	
Administrative Support	6FT	1 PT
Program Support Staff	3FT	11 PT
Shelter Security		11 PT
Crisis Advocates	1FT	11 PT
Volunteer Coordinator		1 PT
Child Development Asst.	3FT	1 PT
Adult Educator		1 PT
Report Developer		1 PT

Education Levels (FT Staff):	8%	Masters Degrees
	41%	BS/BA Degrees
	24%	AA/AS Degrees
	35%	Certificates/Classes beyond HS
	99.9%	HS graduates

Average Length of Service: 6.4 years

Board of Directors

Officers

President— Rita Royster
Vice President—The Honorable Marc Rasinsky
Secretary—David Horn
Treasurer—Dominic Pasta

Members

Andrew Dodge
Diane Foster
Velma Green
Steven Kelly
Jean Lewis
Robert L. Miller
Jimmie L. Saylor
Chief Jeffrey Spaulding
Frank Valenti
Joseph W. Weikel

****ex-officio****

Ms. Cynthia Parr, HSP Executive Director
Mr. Stephen G. Mood, Executive Director (retired)

Human Services Programs of Carroll County, Inc. (HSP) is a private, not-for-profit corporation that is governed under by-laws established by a policy setting, volunteer Board of Directors. The Board meets on the third Thursday of each month; meetings are open to the public.

HSP is the designated Carroll County member of the Community Action Partnership. As such, one-third of the HSP Board is comprised of representatives of low-income people, one-third elected officials (or their designees), and one-third from the community at large. Members serve five-year terms.

Our Programs:

Housing programs - Supportive Housing, Rental Allowance Program, Permanent Housing for Persons with Disabilities and Service Linked Housing.

HSP served 66 households through these programs.

Shelters - Intact Family, Men's, Women's, Safe Haven, Domestic Violence Safe House and Cold Weather Shelter.

Intact Family Shelter with 14 beds with 9 overflow beds

HSP housed 37 adults and 38 children.

Women and Children's Shelter with 13 beds and 7 overflow beds.

HSP housed 48 women and 44 children

Domestic Violence Safe House with 8 beds

(operated in partnership with Family and Children's Services)

38 women and 42 children were kept safe.

Men's Shelter with 8 beds

HSP housed 40 men

Safe Haven Shelter with 25 beds

(only long-term shelter for adults with a serious mental illness)

HSP housed 74 men and women.

Cold Weather Shelter

HSP served 154 clients with shelter, food, laundry and shower facilities.

Emergency Assistance - Financial support for maintaining or securing essential utilities and housing.

HSP, with support from community partners, assisted 1,289 households with a total of \$918,832 in assistance. 1,149 households received help restoring or maintaining electric. 183 received help with eviction prevention. 193 received security deposit help. 171 households received heating fuel. 134 households were helped with maintaining or resuming water service.

Energy Assistance - Financial support to keep clients' heating costs affordable in relation to their household income.

Office of Home Energy Programs/Maryland Energy Assistance Program (OHEP/MEAP)

HSP processed 3,940 applications resulting in \$3,226,589 in grants awarded for clients.

Family Links - Housing Stabilization Program - Case management to provide assistance with goal setting and planning, budgeting, advocacy and referral to help clients move toward self-sufficiency.

HSP assisted 620 households with a wide range of needs. 15 households were helped with cars through Vehicles for Change. 140 clients benefited from a home computer through CompuKids. 43 households were able to obtain a free cell phone through SafeLink. 10 individuals received eye exams and glasses.

Family Support Center - Providing a holistic approach to help families set and achieve goals by working with parents together with their young children. These goals include healthy social, emotional, cognitive and physical development for the children as well as basic and continuing education for parents.

HSP served 96 families comprised of a total of 212 parents and children, with Family Support services including Self-sufficiency, Child Development, Parent Education, Service Coordination, Health Education, Peer Support, Outreach and Home Visiting.

Child and Adult Care Food Program - Providing reimbursement to licensed home childcare providers who offer FDA-approved meals to children in their care.

HSP reimbursed 102 home providers for 283,989 meals and snacks provided to 840 children.

Opportunity WORKS - A job readiness, life skills and financial development program.

HSP trained 21 clients in job readiness and life skills development. HSP completed 197 tax returns for a total of nearly \$500,000 returned to tax payers through Volunteer Income Tax Assistance (VITA). 50% were eligible for the Earned Income Tax Credit.

Neighbors in Need - A holiday giving program for Carroll County families with identified needs. Recipients are encouraged to apply for energy assistance and access other community services to maximize local resources.

HSP helped 1,375 households (totaling nearly 4,000 people) have a better holiday. Approximately 600 households were adopted by volunteers in the community. The remaining households were invited to the Neighbors in Need Holiday Shop—an 8,000sf donated retail space filled with new gifts, toys, clothing, books and household items.