

# Helping People, Changing Lives!



Services- Outreach  
 March 2017  
 Community Assistance Network, Inc. (CAN)



We hope to portray and convey the *heart* of what service means to us here at CAN and take a quick review of the past year.

*What is service to you? Is it the delivery of a finished product to the consumer or a performance of routine maintenance to avoid a crisis...*

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Happy Community member, click [HERE](#) to listen on in on her experience. Interview conducted by Jonathan LaTouche.



## Taking the Moment to Value

Having programs designed and in place that promote personal growth and allow individuals to attain *self-sufficiency* is not only a goal but Community Assistance Network (CAN)'s mission. Here at CAN we value our local community members and recognize they are the *heart* of CAN.

Pausing on operations and

taking the moment to speak with the folks we serve is invaluable and we do so through various ways of community assessments. Our duty here in Services is to find out if the most common community needs are the same, have evolved, or have completely changed. Gaining community perspective helps us to produce efficiently and maintain a widespread

impacting outreach throughout Baltimore County.

As life happens and hardships come in all their different shapes and sizes, CAN will continue to be the catalyzing force for its surrounding communities, bridging many through its programs and partnerships that lead only to stability and empowerment.

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# Taking the Moment to Value

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In 1964, President Lyndon B. Johnson declared War on Poverty in his State of the Union address which then created a network of Community Action Agencies (CAA). As a CAA Community Assistance Network is designed to eliminate poverty alongside over 1,000 CAA's nationwide. To assist with guidance and accountability partnerships such as the Community Action Part-

nership (CAP) and the Maryland Community Action Partnership (MCAP) (a multi-regional association, assisting 17 CAA's state-wide) were also formed.

"*HOW*" are services and programs conducted and delivered? Do they lead to *reducing vulnerability and promoting personal growth, stability*

*and self-sufficiency among low-income residents?* These are just some of the few agency reflecting questions that stay at the *heart* of CAN's Services division, keeping all mission driven.

Take a look at some of the questions we ask the community:

**COMMUNITY ASSISTANCE NETWORK**  
**CLIENT SURVEY - Part 1**

This survey is being taken to help us better understand the needs of people in Baltimore County. Please complete this and return it to the CAN staffer. It is confidential unless you indicate below.

What kinds of services do you need? Please check as many as you wish and tell us if you already receive help.

**Housing**

Help paying rent.  Help finding an apartment I can afford.  
 Help talking with my landlord.  Help selling a home that I can't afford.  
 Help with weatherizing my home.  
 I receive help on this issue now from: \_\_\_\_\_

**Utilities**

Help talking with BGE to give me more time to pay or turn my utilities back on.  
 Money to help pay my utility bill.  
 I receive help on this issue now from: \_\_\_\_\_

**Employment**

Help finding jobs to apply for.  Help applying or interviewing for a job.  
 Education necessary to get a job.  
 I receive help on this issue now from: \_\_\_\_\_

**Transportation and Identification**

Money for car repairs.  Transportation vouchers for the bus.  
 Help paying for gas.  Help getting a drivers license or state ID.  
 I receive help on this issue now from: \_\_\_\_\_

**Health**

Help finding a doctor I can afford.  Help with a substance abuse problem.  
 Help finding a dentist I can afford.  Help paying for prescriptions.  
 Help finding counseling services.  Help paying past medical bills.  
 I receive help on this issue now from: \_\_\_\_\_

**Children**

Help finding daycare or preschool for my child.  Help dealing with other agencies.  
 Help enrolling my child in another program.  
 I receive help on this issue now from: \_\_\_\_\_

Food assistance.  
 I receive help on this issue now from: \_\_\_\_\_

**Professional Services**

Help finding organizations and services.  Help me manage my money.  
 Legal assistance.  Marriage counseling.  
 Help for victims of domestic abuse.  Help dealing with other agencies.  
 I receive help on this issue now from: \_\_\_\_\_

**Other**  
Please write in any other services that you are looking for that are not listed above: \_\_\_\_\_

**Access to Services**  
Check the three (3) most important things about an organization that serves you:

Close to a bus stop.  Service hours on the weekend.  
 Easy parking.  Service hours during the weekday.  
 Service hours in the evenings.  Services located close by.  
 Someone who speaks Spanish or another language (please specify): \_\_\_\_\_  
 Can walk in for services at any time during open hours.  
 Can set an appointment time.  
 Family-friendly -- can bring my child or children.

**Life Situations**  
Have any of the following happened to you in the last two years? Check as many as are true.

Lost a job.  Trouble finding affordable housing.  
 Difficulty finding a job.  Trouble paying my utilities.  
 Trouble paying my rent or mortgage.  Had my utilities turned off.  
 Been evicted from my apartment.  Loss of health insurance.  
 Had to foreclose on my home.  Had medical bills that I couldn't pay.  
 Moved in with family or friends.  Been arrested/spent time in prison.  
 Been mentally or physically abused by a family member or partner.  
 Needed a car repair that cost more than I could afford.

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" You helped me today financially and helped me to stay in my place. I feel very confident now and am back on track, thanks so much."  
— C. Anderson



C. Anderson, children, and Diana Mason

C. Anderson and her four children (one being in school at the time of her appointment with CAN) were at imminent risk of losing their home.

Homelessness was prevented through CAN's Outreach Eviction Prevention program (funded by Baltimore County Department of Planning). The program entails of Job Finding

Assistance, Household Supplies, Credit Repair, Budget Counseling, Case Management, and other services and referrals as needed. Ms. Anderson was also connected with CAN partner and Director, Juanita Ignacio, of the Creative Kids Community Centers who assisted with an emergency food voucher and clothing.

Flash Card time with our outstanding *Volunteer Teen group!*



Reading Time!



Ms. Kelly Wilson from *UnitedHealthcare* speaking on healthy eating and safety.



## Let's Learn, Read, and Play!

When it comes to providing essential and quality services the highly motivated Ms. Roberta Mosby meets this measurement at every angle with the clients at the CAN Outreach Program Services office located in Rosedale.

Back in the 1980's Ms. Mosby resided around the Rosedale area and witnessed a noticeable increase in drug infestation and chaos in the community. The morning of a family vacation, Ms. Mosby gathered her children into the family car and saw a mother at the bus stop with her child. It would've been a typical scene of a hard working mother on her way to work and dropping off her child to daycare, but the only thing is it was 2 a.m. and the mother was under the influence of a substance.

Drugs became so prevalent in the neighborhood law enforcement began conducting random community search raids.

In 1989, Ms. Mosby and several others in the community were asked to come up with programs that would help the needs of the people, only seven community members responded. With Ms. Mosby now being the last out of the seven who were a part of the initiative, her mission to assist our future families to rise above poverty and crime continues alongside the rest of the Rosedale community and its supporters.

Eviction Prevention, Budget Counseling, Educational Workshops, and an After School and Summer Program children services are to say the least of what is provided by Ms. Mosby and many supporters from the Rosedale location.

The youth program's in place are designed to keep children safe after school and to assist with cognitive and social skills. Children ages range from 5 years to 15 years old, the after school program begins from 3 p.m. and ends at 6 p.m. Workshops offered to the children teach on Home Safety, Drug Prevention, Homework, and assists with monitoring of grades. Youth from the community and/or in the program are so impacted by the program they volunteer and help support their own community.

Supporters, such as the local [Baltimore County Police Department Precinct 9](#), BCPS Counselor Marjorie Lotz from [Crossroads Center](#), Volunteer Maedot Kibret from [Overlea High School](#) who has donated four years and counting of her time and donates new or lightly used clothing, [Franklin Square Hospital](#) donating annual gifts and event space, [Fontana Village-Westminster Management](#) properties, [Progression Waste Management](#), and [UnitedHealthcare](#) are just a few of the cream of the crop

we extend our gratitude to for their collaborative partnerships and contributions made towards the Rosedale Outreach and Children's program. CAN Services THANKS YOU!

Help our future generations and families by Volunteering and/or Donating Today!

### *\*Wish List*

- ⇒ **Help Sponsor the 2017 Summer Program**
- ⇒ **School Supplies**
- ⇒ **Hygiene Products**
- ⇒ **Toys**

Contact the Volunteer Coordinator, Ms. April Stevens, at 410-284-4674 ext. 211, email: [astevens@canconnects.org](mailto:astevens@canconnects.org)

**OR**

Click [here](#) to VOLUNTEER and/or Click [here](#) to DONATE online.

To speak with Ms. Roberta Mosby directly please call 410-285-4674 ext. 309, email:

[rmosby@canconnects.org](mailto:rmosby@canconnects.org)

*\*(When donating online please "Add special instructions" specifying donations are to be applied to the CAN Rosedale Outreach Program and to what Wish List item(s) [if it is not a general donation to this department] )*

**Thank you for your support!**

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# Let's Learn, Read, and

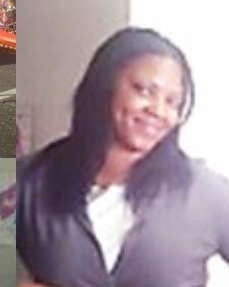
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"If I could help somebody then my living won't be in vain" R. Mosby



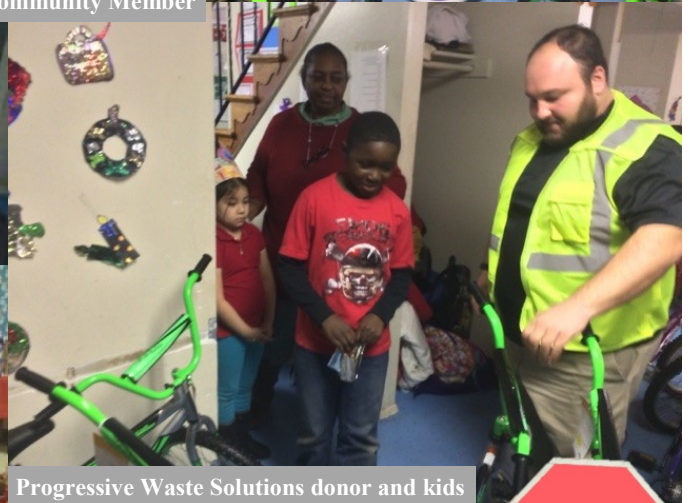
Fontana Village 2016 Harvest Festival



S. Moore, a Happy Community Member



Summer Program- meal time!



Progressive Waste Solutions donor and kids



Franklin Square Hospital holiday children's party





## Food Service at its Best

No March Madness here yet! So far in 2017 we have had the pleasure of serving food to over 2,016 households as a head start to the new year. Though, we would not be able to do this without the continuous support of Community Assistance Network (CAN)'s Volunteers, Donors, and Staff.

In 2016 the food pantry served approximately 15,792 households and of those households approximately 50% were families, giving us the opportunity to help over 7,800 children!

Bright and early as 9 a.m., Monday through Friday, folks come to CAN to receive a food box and *quality service* until 3:30 p.m. closing time. A typical food box contains canned goods, fruits, vegetables, pastries, dairy products (*if available*), frozen meat, and other non-perishable items. Our committed donors allow us to give up to two weeks worth of food in a box! Also, at the request of those being served toiletries, household cleaning supplies, and other housing needs are distributed with gladness.

Educational workshops on healthy eating and healthy self are offered periodically through CAN's [UntiedHealthcare](#) partnership and in-house Staff services.

*Would you like a priceless gift?* Receive it by joining the CAN volunteer food pantry team. Helping our fellow community members by giving some time away for a good cause is the *priceless gift!* Your community needs you.

To our current Volunteers, Donors, and Staff because of you we can Operate, Give, and Change Lives, THANK YOU.

Please join the fight against hunger and poverty in our communities by Volunteering and/or Donating to CAN's Food Pantry.

### *\*Wish List*

#### ⇒ **Volunteer(s)**

Assisting Food Pantry Coordinator and Driver with donations and other duties as needed

Organizing food and supply donations within food pantry warehouse

#### ⇒ **Hygiene Products**

Toothpaste & Toothbrushes / Mouthwash / Body Wash / Deodorant

#### ⇒ **Household Supplies**

Dish washing Liquid / Laundry

Detergent / Cleaning Sprays and/ or Liquids

#### ⇒ **Reusable grocery bags**

#### ⇒ **Food Condiments**

Ketchup / Mayonnaise / Sugar

Contact the Volunteer Coordinator, Ms. April Stevens, at 410-284-4674 ext. 211, [astevens@canconnects.org](mailto:astevens@canconnects.org)

### OR

Click [here](#) to VOLUNTEER and/or Click [here](#) to DONATE.

*\*(When donating online please "Add special instructions" specifying donations are to be applied to the CAN Food Pantry and to what Wish List item(s) [if it is not a general donation to this program] )*

**Thank you for your support!**

Let's Learn, Read, and

Client has a spouse at home w/cancer and was so grateful. (11)

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This helped us with food we been eating toast & butter because we have no money for food we get \$16.00 a month food stamps they repossessed my auto and they said we had to come up the repo charge

L Hewitt

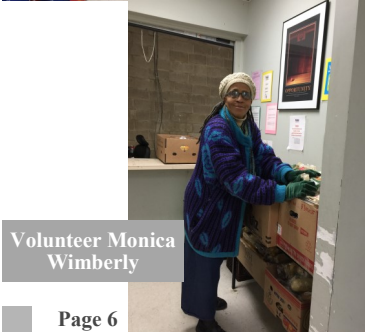
CAN we help you?

Hello Friends! In an effort to support our expanding food pantry, Community Assistance Network is collecting written support from the many families that continue to enter our doors day in and day out. Has our food pantry program helped you and your family? Has it helped to supplement extra meals when finances become strained? Please take a moment to jot down your thoughts, experiences, and appreciation. Again, thank you for all your support.

(Feb 15)  
My son past away 1 year ago and mother is in jail I think we don't know or care, I have my two grandsons and its real hard I cant work and we need to eat just want to say thank you for your help

2-8-17

Edie Kent



Volunteer Monica Wimberly



Happy Parents & Community Members



Staff Supporter Betty Tooley



Volunteers from Gorfine, Schiller & Gardyn Accounting



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Can is a huge help w/ food and other support, I thank god for your assistance every month.



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This is my first visit, I just found out about this program. My income has been very little the last 2 months and its nice to know theres a program to help with my basic need of food. I would love for it to stay open.

Kendria Dent-Beyd 2-8-2017

This program really help me alot. This program really change my life. It help me from losing my mind because I did not know what I was going to do. The staff for this program was really excellent. Ms Diana really want the extra mile for me. It rare you meet people like Ms. Diana she really a great person. This program really help me in the long run because It help me get on my feet when I thought I could not. If this program did not help me I would be dead or lock up I feel. I really appreciate Ms. Diana alot. she is one of a kind. she help me get through this at a very bad time in my life.



## Just in the Nick of Time

"This program really changed my life....if this program did not help me I would be dead or locked up."--B. Parker

Baltimorean B. Parker, a single dad, encountered some financial difficulty when he lost his job last year. Raising a child, Mr. Parker had to think quick and act fast to prevent any housing crisis. Mr. Parker called CAN and was able to meet with a Community Resource Specialist (CRS) in the *Outreach Services Program*. The CRS was able to stop Mr. Parker's court filed eviction, help with housing needs, and other community resources to help Mr. Parker get his focus on the more important things in life- himself and his child.



"Community Assistance Network helped by assisting me with housing, but it also taught me to grow and be more responsible with finances...I feel better about myself and my family's well being."-- L. Quesada

## Staying Connected

Do you know the phrase, "When it rains, it pours"? Well let's just say this was what Ms. L. Quesada was experiencing in her life when she came and met with CAN's *Outreach Program* personnel. Ms. Quesada was facing an eviction, ailments, and a family emergency all at the same time. Nearby her residence was a CAN Outreach Program office and Ms. Quesada was able to meet with the Community Resource Specialist (CRS) and get help. Thankfully there were a ears to listen and many resources to give! Ms. Quesada received eviction prevention and other essential services. The story doesn't stop there, Ms. Quesada continues to stay in contact with the CAN Outreach Program because of the impact the program had on her life. The services provided gave a speck of hope helping Ms. Quesada not to look back at failed situations and allowed her to focus forward to a great healthy decision making future.

My name is L. Quesada. I am a resident of Baltimore County, Md in 1996 at the age of six after my mother passed. I have went through so many hardships until the age of 27 where I am now stable for myself and my family. The way that Community Ass. Network helped me is by helping maintain my housing, but it also, thought me to grow and to be more responsible with finances. One of the lessons that I learned if all my bills are not paid, I will make sure that rent is paid. I feel better about myself and my family's well being when the rent is paid.





# SERVICE

## The TEAM



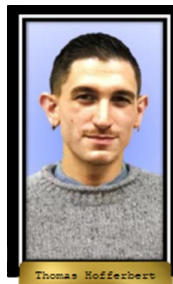
And here we are, The Services Team! Doing our utmost best in utilizing available and quality resources to make a positive impact on our surrounding communities. We extend a heartfelt thanks to the many community supporters who have partnered, collaborated, and/or joined in on the fight against poverty, allowing us to empower and serve our fellow community members!

- ⇒ Phyllis Johnson, Director of Services
- ⇒ Roberta Mosby, Rosedale Community Resource Specialist & Children Program Manager
- ⇒ Jonathan LaTouche, Randallstown Community Resource Specialist
- ⇒ Thomas Hofferbert, Food Pantry Coordinator
- ⇒ Diana Mason, Essex Community Resource Specialist
- ⇒ Norina Hammett, Dundalk & Parkville Community Resource Specialist



CAN Services is very happy to introduce the newest Community Resource Specialist (CRS) serving the Dundalk and Parkville areas, Ms. Norina Hammett. With one foot in the door Ms. Hammett was with her helping hands assisting folks with Eviction Prevention Services to Food Pantry Services. Thank you Ms. Hammett for demonstrating service with heart!

CAN Services is also very happy to highlight, a two year and counting team member Food Pantry Coordinator serving throughout all of Baltimore County, Mr. Thomas Hofferbert. During the early morning hours "Thom" begins to stop by every retail and food donor and partner location so the community members each day visiting CAN's food pantry can go home with food and a smile, Thank you Mr. Hofferbert for demonstrating service with heart!



Thank you Community Supporters for helping us to *Help People and Change Lives.*

Help promote personal growth and self-sufficiency by *Volunteering* and/or *Donating* Today!

### \*Wish List

- ⇒ **Job Readiness Volunteer(s)**
  - Assist with resume building
  - Interview etiquette
  - Basic *office* skills training and etiquette
  - Assist with online employment and career training search
- ⇒ **Academic Scholarships**
  - ⇒ **Vehicle Assistance**
  - ⇒ **Sponsor a family**
  - ⇒ **School Supplies**
  - ⇒ **Toys**

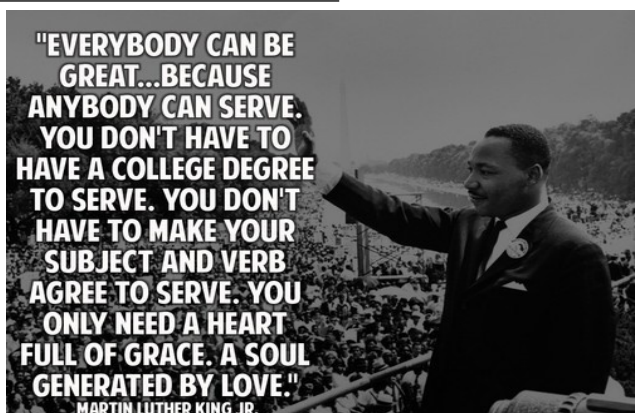
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### TEAM HIGHLIGHTS



# Staying Merry All Year 'Round



How does CAN Stay Merry All Year 'Round? It is through the clients we serve and the supporters who give either their time and/or funds to meet the needs of our surrounding communities. Last Holiday season the Rosedale After school program children received 30 bicycles assembled and delivered with 30 helmets from Angelo Perri with Baltimore County's [Progressive Waste Solutions](#) company! The kids are ready to roll on their new set of wheels this Spring. At the Randallstown Location 30 households were provided with food and gift baskets through partnership with [Councilman Julian E. Jones, Jr.](#) and the [Randallstown Liberty Resource Center](#). Also, CAN and [Creative Kids Community Center's](#) Director Juanita Ignacio partnered up and helped several community members receive food from [Amerigroup's](#) food box give aways!



THANK YOU  
Community  
Members and  
Supporters!





