



The Howard County MultiService Center
12 partnering agencies providing an integrated
human service system of resources for those
in need of immediate crisis assistance

ANNUAL REPORT FY2015



THE VISION

Community residents have access to the resources they need to create meaningful opportunities and lead fulfilling lives.

THE MISSION

To enrich the lives of residents in our community by offering ready access to human services and supports for becoming self-sufficient.



- CALL 410-313-0220 (VOICE/RELAY)
- EMAIL mscinfo@howardcountymd.gov

9900 Washington Blvd., Suite I, Laurel 20723

The MultiService Center is accessible via the RTA Bus **PURPLE** Route

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Howard County MultiService Center

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VOICE/RELAY 410-313-0220

Quinton Askew, Manager

Dear Friends,

In 2006, the Southeast community of Howard County began the groundwork for an integrated human service system that would help those in need of immediate crisis services, who have gone under-served. Under its original name (North Laurel-Savage MultiService Center), the program began with three organizations providing direct services.

The Howard County MultiService Center — as it is now known — includes a total of 12 partner agencies providing services to the community and, in 2015, adopted a new strategic plan to better fulfill its vision and mission.

The partnership that makes up the MultiService Center (MSC) is conveniently located in the North Laurel/Savage community, and works to achieve its primary goal:

To enrich the life of everyone who comes to the
MultiService Center, so each and every individual
leaves better off than when they first arrived.

Howard County residents have a long tradition of coming together to create change and help those in need. It's one of the many remarkable qualities that makes our community such a great place to live. Many wonderful accomplishments have been realized thanks to an extremely dedicated staff, dynamic volunteers, a caring community, and valiant clients.

Within these pages, you will see the positive impact on the community at large and the people we serve, including a very humbling, yet immensely exciting, affirmation when the Center was both nominated for and received the 2015 Audrey Robbins "Employee Team of the Year" Humanitarian Award.

However, in our collective eyes, the true winners are those who come through our doors seeking the resources to get ahead of the constant obstacles and challenges. We honor those who choose to make a focused effort to rise above poverty, instabilities, and former life circumstances which — until that point in time — had adversely affected potential success. It is both a tremendous and admirable step.

If you have any questions, or wish to assist our objectives in any way, please do not hesitate to contact me at qaskew@howardcountymd.gov or 410-313-0220.

Sincerely,

Quinton Askew
MULTISERVICE CENTER MANAGER

AGENCY PARTNERS

The MultiService Center's success is a **DIRECT RESULT** of its partnerships.

We believe there is **STRENGTH IN NUMBERS**.

We use a **COLLECTIVE IMPACT** approach to address community needs.

We believe such an approach provides opportunities for more **SUCCESSFUL OUTCOMES**.

We are a consortium of 12 human service providers with **ONE MISSION**.

Together, we improve the **QUALITY OF LIFE** for citizens of Howard County, specifically the southeast community.

- ▶ Accessible Resources for Independence (ARI)
- ▶ Community Action Council of Howard County
- ▶ Family & Children Services
- ▶ FIRN: Resources for the Foreign-Born
- ▶ Healthy Howard
- ▶ HopeWorks
- ▶ Howard County Department of Social Services (DSS)
- ▶ Howard County Re-entry Program
- ▶ Howard County Workforce Development
- ▶ MakingChange: Financial Wellness Programs
- ▶ Maryland Legal Aid
- ▶ Meals on Wheels of Central Maryland
- ▶ Success in Style

COMMUNITY PARTNERS

The MSC has forged strong bonds within the community between residents, businesses, non-profits, faith-based institutions, and schools, which, in turn enables programs and services to be provided in greater numbers and a broader scope than the Center could provide on its own.

Armiger Management Corporation
 Bethany Church
 Chin Bethel Church
 Coastal Sunbelt Produce
 Columbia Center For Spiritual Living
 Columbia Patuxent Rotary
 Country Meadows Apartments
 First Baptist Church of Savage
 Foxborough Estates
 Grace Community Church
 Howard Community College

Howard County Library System
 Savage Branch
 Howard County Minority Police
 Association/Supervisors Alliance
 Howard County NAACP Youth Council
 Howard County Police Department
 Howard County School System
 i5 Church
 Integrative Counseling Solutions
 Laurel Advocacy & Referral Services
 Laurel Regional Workforce Center
 Living Stones Church

Mid Atlantic Gleaning Network
 Mobern Lightning
 Neighbor Network, Inc.
 Patuxent Square
 Childcare Center
 Prepare For Success
 Southeast/Laurel Chapter-
 Continental Societies, Inc.
 The Horizon Foundation
 The Salvation Army
 The Seasons Apartments
 Trumpet In Zion Church
 Weis Market

MSC STAFF RECOGNITION

The MSC has been very fortunate to have such a great group of staff and partners who are committed to serving their community. Their dedication and hard work was recognized by the Association of Community Services in Howard County, which presented the 2015 Audrey Robbins Humanitarian Award to the MultiService Center Employee Team. The annual Audrey Robbins Humanitarian Awards honor individuals and organizations that go above and beyond all expectations in their service to the Howard County community.



Front row, seated left to right: Roy Yenoli, Jeffrey Clark, Quinton Askew, and Michelle Green. Back row, standing left to right: Sandy Welch, Alaina Elam, Joan Washington, Barbara Coleman, Lejuene Green, Hilda Mendi, Laura Evans, and Aisha Masood



The MultiService Center is a successful collaboration of public, private and non-profit entities, which provides support services to residents who want to attain a greater level of self-sufficiency.

I am proud of the work that MSC staff and their community partners do on a daily basis to ensure that families and individuals throughout North Laurel have ready access to the vital human services they need.”

— Howard County Executive Allan H. Kittleman

MAKING AN IMPACT FOR A STRONGER COMMUNITY

While waiting on my retirement benefits for almost a year, I turned to the MultiService Center (MSC) for assistance with BGE utilities and food stamps. While there, I spoke with their on-site Workforce Assistance Specialist, and found out about the **HOPE Program**. Through HOPE, I enrolled in employment training and took a course at Howard Community College to enhance my computer skills.

I also joined the MSC's **Getting Ahead Program**, which I attended for eight weeks, giving me an opportunity to meet others with similar life experiences, and learning valuable lessons about the impact of poverty, and our responsibility to help make our communities stronger. I now have the resources necessary to make positive changes and create a better life for myself and my family, as well as share my story with others to help them find a better path.

Plus, after attending the MSC's **Career Fair**, I also found a great part-time job!

*Jacquelyn B.
Laurel*



The MultiService

See page 8 for more ways
makes a positive impact on



The Southeast/Laurel Chapter of the Continental Societies, Inc. is a generous contributor on behalf of the Center's clientele, providing free school supplies to children of all ages.

“to enrich the life of everyone who comes to the Center, so each and every individual leaves better off than when they first arrived”

Center Making a Difference in the Community

in which the Center
n the community it serves.



At left: Job seekers of all ages turned out in force to meet with potential employers at the MSC's spring Career Fair held at the North Laurel Community Center.

The Career Fair is held twice annually bringing together a broad range of local employers looking to fill a diverse range of both skilled and unskilled positions, from part-time jobs to full-time careers.



Each August, the Center hosts a Backpack Giveaway, providing children the tools they need for a positive start to a new school year. Each brand new backpack is filled with age-relevant school supplies from elementary through high school.



The MultiService Center hosts the North Laurel Community Fair every year in June, providing fun for the whole family with access to information and assistance. The event highlights include plenty of free information, health screenings, food giveaways, family services, local resources, healthy cooking demos, clowns, games, prizes, entertainment and more.

5367

Different types of needs requested by clients at the MultiService Center (MSC) initial intake process

5146

Total referrals made by the MSC requesting services from Agency Partners on clients' behalf

4356

Total requests made by clients and needs met by MSC and Agency Partners (see page 7 for details)

3619

Total number of clients that signed into the MSC seeking assistance and services

480

Number of residents that attended the 2nd Annual Career Fair in partnership with Howard County Workforce Development

391

Number of individuals that received free tax preparation at the MSC in partnership with the MakingChange Financial Wellness Program

252

Number of students provided school supplies and clothing at the 4th Annual MSC GiveAway in partnership with Grace Church and the Continentals

MAKING AN IMPACT FOR A STRONGER COMMUNITY

I wanted to thank the MultiService Center staff for the many things you have provided for Running Brook Elementary this year.

When the weather started to get cold, I asked if you had a couple of winter coats for some students that did not have one, and within just a couple of days your team provided a full bag of cold weather gear that included coats, hat and scarves!

Also, when one of our families was about to lose their Section 8 voucher, your intervention and assistance helped them find financial support and obtain housing so they could stay in the same area. Those students have shown better progress in school now that they have a stable residence. The MSC has truly made a huge difference in our student's lives!

*Jomo Fowlkes, Alternative Educator Teacher
Running Brook Elementary School*



Requests Made and Needs Addressed

Case/Care Management	50
Child Care Issues	2
Clothing	222
Criminal Justice and Legal Services.....	6
Electric Service Payment Assistance	1547
Emergency Shelter.....	3
Eviction Prevention Legal Assistance.....	148
Family Counseling.....	8
Food	2
Food Stamps	753
General Legal Aid.....	85
Health Insurance Info/Counseling.....	79
Housing Search Assistance	6
Immigration Issues	122
Individual Counseling.....	26
Information and Referral	226
Job Finding Assistance	87
Job Search/Placement.....	9
Medical Public Assistance Programs	283
Money Management	78
Rent Payment Assistance.....	46
Resumé Preparation Assistance	40
Temporary Financial Assistance	62
Training and Employment Programs.....	64
VITA Program Coordination	391
Water Service Payment Assitance	11
TOTAL SERVED.....	4356

MAKING AN IMPACT FOR A STRONGER COMMUNITY

The MultiService Center helped my client, a 73-year-old Howard County resident, transition into a new home after her current housing was sold. This was a very difficult transition for her, as she was very attached to her home and her many belongings. This woman's hoarding tendencies limited her ability to get rid of things and to organize her home in a way that is a safe living environment, jeopardizing any potential new housing option and putting her at risk of becoming homeless.

With the support of the MultiService Center, and our case management and counseling services at Family & Children Services, my client has made great strides to move forward and transition into her new home. She is now able to work through her concerns about what belongings she can keep, what can be stored and what can be used in her new home, and is on her way to housing stability.

*Hilda Mendi, Case Manager
Family & Children Services*

Making a Difference in the Community

continued from pages 4 and 5

- The MSC Community Advisory Board assisted **First Baptist Church** of Savage host several food drives at the North Laurel 50+ Center, Patuxent Valley Middle and Laurel Woods Elementary schools. The 50+ Center also provided a financial donation and pledged to continue quarterly drives.
- When the **Howard County NAACP Youth Council** needed assistance with food and clothing donations for their Fight against Hunger Initiative, the MSC connected the youth group with **Bethany Church** who facilitated drop-off sites for non-perishables and winter clothing, successfully collecting enough requested items to assist all participants.
- The MultiService Center partnered with **Ashbury Court** and **The Seasons Apartments**, providing a mobile MSC unit on-site to give residents an opportunity to apply for energy assistance programs, food stamps, financial coaching and legal aid services.
- The Center partnered with the **Howard County Minority Police Association** and **Neighbor Network** to provide holiday gifts, food and clothes to our low income population in North Laurel.
- In an on-going program, the MSC works with the **MakingChange Financial Wellness Program** providing free VITA tax services to residents.
- The MultiService Center set up a mobile on-site unit at **Coastal Sunbelt Produce** so the employer could provide their Burmese employees access to services and resources they could not easily or readily find in the community.
- The MSC partnered with **Family & Children Services** to host a series of free self-esteem workshops to middle school students.
- Working in partnership with the **Howard County Office on Aging**, the Center provided an 8-week Wellness Series to educate residents on healthy lifestyle options and available resources.
- The MSC joined efforts with the **North Laurel Community Center** and **Grace Community Church** to provide free winter, summer and school clothing to those in need.
- In partnership with **United Way**, the Center was able to provide 172 Thanksgiving baskets to families in the North Laurel community.

MAKING AN IMPACT FOR A STRONGER COMMUNITY

I met a young woman job hunting at the MSC **Career Fair** and provided her information about Success in Style. She was trying to transition from a job in which she had worn a uniform to one where she could wear business attire. When “Stephanie” came into the MSC the next day to try on suits, she opened up about her recent struggles: losing her housing and belongings, and sleeping in her car over the winter months with her young adult daughter. She was elated to receive suits and accessories to make her feel confident in her job search. Now employed, Stephanie is receiving additional support from the MSC to find housing.

Debbie, Success In Style

He came into the MSC for help with a pending eviction. Recently separated, “Mr. Brown” is a single parent with two young children and his mother to support. He had been out-of-work for some time due to illness and had lost one job as a result. Although once again gainfully employed, his wife’s unexpected departure caused financial hardship for the family, as he tried to pay the rent and other household expenses on his own. Thanks to help from the MSC, the crisis was resolved, keeping the children, their dad and his mom together as a family.

*Faye Glover
Community Action Council*

ADVISORY BOARD*

Jacqueline Barnes

COMMUNITY RESIDENT

Meghan Chrobak

PATUXENT VALLEY MIDDLE SCHOOL

Sherrell Claiborne

THE SEASONS APARTMENTS & TOWNHOMES

Candice Grimes

LAUREL WOODS ELEMENTARY SCHOOL

Rev. Philip Hrengling

CHIN BETHEL CHURCH

Dave Joseph

LIVING STONES CHURCH

Alan Latham

FIRST BAPTIST CHURCH OF SAVAGE

Trish Olsen

NORTH LAUREL 50+ CENTER

Darwin Pitts

PATUXENT SQUARE CHILDCARE CENTER

** The Community Advisory Board was created to help ensure the MSC is responsive to the needs of the community and providing the appropriate mix of services.*



The MultiService Center offers one-stop access to a multitude of services to help meet the needs of an increasingly diverse North Laurel population.

Our staff, business and community partners are working together to make a difference, one client at a time.”

*— Phyllis Madachy, Director
Howard County Department of Citizen Services*



HC Howard County
MultiService Center
Department of Citizen Services

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