

## CASE MANAGEMENT IN A RURAL FOOD PANTRY FROM POVERTY TO EMPOWERMENT

Presenters:

Edward P. Hanna, MSW, DSW, LCSW  
Assistant Professor, Kutztown University  
of Pennsylvania

Laura Reichart, BSW  
Case Manager, Friend, Inc., Kutztown, PA

## History of Friend, Inc. Community Services

- ❑ 1972-1980 Focus on drug, alcohol and family counseling
- ❑ 1980-1987 NEED combined with Salvation Army and a United Way Venture Grant
- ❑ 1988 Opened Northeastern Berks Food Pantry

## History Continued

- ❑ May 1991 Opened offices and pantry on Noble Street
- ❑ 1991-1992 Club RAD- disadvantaged youth peer sessions about drug and alcohol prevention
- ❑ July 1996 Friend expanded their offices

## Mission

- ❑ Friend, Inc. Community Services is a multi-services social agency that supports the well-being of those in need and is committed to strengthening the lives of families and individuals living in Northeastern Berks County.



## Service Area

- ❑ Service Area is the rural area of Northeastern Berks County
- ❑ Fleetwood, Brandywine and Kutztown School Districts



## Connections to Community Resources

- ❑ Berks Encore
- ❑ Family Guidance
- ❑ Penn State Cooperative Extension
- ❑ UnitedHealthCare
- ❑ Express Employment Professionals



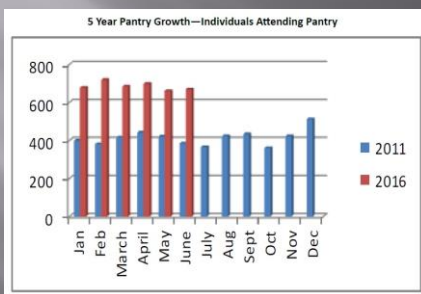
## Present Day

- ❑ Board of Directors
- ❑ Sandra L. Wise Executive Director
- ❑ Catherine Dill-Office and Projects Manager
- ❑ Laura Reichart-Case Manager and Intern Supervisor
- ❑ Volunteers
- ❑ Donors

## Services provided

- ❑ Food pantry
- ❑ Money management
- ❑ Job search and resume building
- ❑ Emergency financial assistance
- ❑ Salvation Army Service unit
- ❑ Information and Referral

## Food Pantry



## Money Management

Topics Covered Include:

- ❑ Budgeting
- ❑ Bank Accounts
- ❑ Credit Scores and Reports



Participant paired with a mentor throughout the sessions to help gain understanding of personal financial situations and ways to improve them.

## Job Search and Resume Building

- ❑ Use of various websites
- ❑ Assist clients in creating a resume and cover letter



## Salvation Army Service Unit

- ❑ Service area is done by zip codes
- ❑ Emergency financial assistance
  - Shut off notices from utilities
  - Past due rent
  - Heating oil



## Applying for Benefits

- ❑ COMPASS-SNAP, Cash Assistance, Subsidized daycare, LIHEAP, Healthcare
- ❑ PCAP
- ❑ WARM
- ❑ PACE
- ❑ Assurance Wireless



## Principles of Case Management

- ❑ Standards
- ❑ Goals
- ❑ Responsibilities
- ❑ As related to Friend, Inc.

## Case Management

- ❑ Initial contact
- ❑ Assessment
- ❑ Intake process
- ❑ Service plan



## Referrals

- ❑ Friend, Inc. is committed to addressing the human services needs of residents in Northeastern Berks County.
  - Energy Assistance Programs
  - Rent Assistance Programs
  - Food Assistance
  - Utility Assistance

## Success Stories

- ❑ Attending pantry
- ❑ Able to become self-sufficient



## Advocacy

- ❑ Program sustainability and efficiency
- ❑ Economically challenged individuals and families
- ❑ Resource access and empowerment



## Ethics

- ▣ Social and economic advocacy
- ▣ Community awareness/education
- ▣ Community outreach
- ▣ Fund raising
- ▣ Balancing charitable works with recognition of the chronic poor:
- ▣ Institutional and Residual concepts

## THANK YOU

- ▣ SUMMARY
- ▣ Q & A

