

## Timelines and Statistics

Timelines can portray the sweep of history. That swath presents a multitude of events occurring side-by-side within a moment in time, relative to previous and subsequent occurrences. But a strictly all-inclusive chronology has one distinct disadvantage. Significant facets of a history may have a sense and appreciation of their particular contextual progressions and regressions lost in that broader landscape. For example, a family tree portrayed in an App from a service such as Ancestry.com traces generations of lineage. But it's necessary to step out of that familial movement to learn crucial and personal details of the single life of one member.

The same is true in the life of an organization. The complexities of all that comprise the group of volunteers known as Care & Share of East Lyme can cause one individual, or one type of service offered to the community, to become blurred in the blended march of time.

So, to preserve the memories of the intricacies of some specific contributions Care & Share has made over its early years, this narrative chapter will incorporate views of both types of history—first deeply looking into the eyes of a characteristic of Care & Share that is indicative of the organization's mission, and then scanning a chronology with many faces.

### Emergency Assistance

Emergency Assistance (EA) could very well be considered the apex Care & Share activity. Persons requiring EA have most often been stretched to their limits and are in crisis. The need for EA frequently announces itself without warning and with emotional extremes. Deciding appropriately qualifying EA usually involves multiple C&S volunteers. Delivering EA frequently relies on more than one provider. And making EA available to one neighbor-in-need inevitably leads to word-of-mouth awareness and subsequent multiple requests—from others likewise distressed by food insecurity, financial burdens, or physical hardships, each and all exerted by pressures beyond their control.

## 2006 Round-up

A close reading of the January 2007 minutes of the Annual General Meeting invites stimulation of your imagination and compassion far beyond the statistics. As you read this report extract, realizing that it is about people who need Emergency Assistance, let yourself perceive the men and women and children in between the lines of the descriptors and the columns of numbers arrayed, refusing to allow them to be cold statistics:

“Emergency Assistance: At this time our client roster is 124 families, 373 people over 1/3 which are new. During December 54 calls came into the C&S emergency number and were answered by volunteers. Of these calls 19 required financial help. 15 required food deliveries. Two clients were referred to Project Warm-Up for heat assistance.

“There were 57 offers of material donations which were handled as follows:  
17 items to clients, 17 to furniture bank, 12 to Good Will/Salvation Army, and 11 not yet needed at the time of donation. Various other forms of assistance were given on phone call-backs, referrals; and advice as to where to find help were frequent.”

## Context

When C&S historians considered compiling the Emergency Assistance records for this narrative, they considered it important not to isolate the information from the other contemporary needs reflected in the same year, relative to societal events, like 2008 recession and its continuing local East Lyme and Salem fallout. People lost jobs. Home mortgages went into arrears. Family savings were depleted.

## 2008

Emergency Assistance new client counts for the first half of 2008 were up to 48 families, and July saw 29 food deliveries and 5 families assisted with fuel and electrical utility bills.

## 2009

Emergency Assistance for the first quarter of 2009 increased by 32 new clients, requesting financial and food assistance.

2009 statistics reflected the on-going tough national and local economy with a slowdown in some services, and an increase in need. In associated services, C&S camperships and scholarships increased.

By the end of the first half of 2009 – Emergency Assistance provided 193 food home deliveries, contrasted to 120 the year before. A bit fewer than 10 new families a month had been the 2009 Jan-Jun average. Seven clients in June 2009 received assistance with rent, electric and propane.

Organizations and churches again donated food drive necessities and funds during the summer, including: Basket Bonanza by the Bay (“Fair Share of the Pie”).

For non-food items, in the first half of 2009 donations were lower than those in 2008, although requests for assistance had increased considerably.

And by the end of August, with its 40 food deliveries, 3 financial assists, and 6 new clients, Care & Share made 262 Emergency Assistance home deliveries, surpassing in eight months the total 2008 level of 257.

The trend continued and with 46 more food deliveries made by the end of September, there were 51 more deliveries made than in all 2008. Seven families received financial assistance. New clients continued to seek assistance at a rate of 10 per month.

It continued into October, when the coordinators reported 35 food deliveries and 4 financial aid recipients. The year’s total emergency food delivery count at Halloween stood at 343, which was 108 more than all of 2008—an increase of more than 65%, with still two months to go. Amidst the holidays in December, 50 more clients received food or financial assistance, 9 were new clients, 23 food deliveries were made.

The year-end recap charted the incremental uptick in all categories of Emergency Assistance contrasting 2009 with the prior year.

**Care & Share East Lyme**

**EMERGENCY ASSISTANCE**

<b>Category</b>	<b>2008</b>	<b>2009</b>	<b>Increase</b>
Calls	1,332	1,591	259
Number of Clients	163	199	36
Clients Helped	323	502	179
Financial Assistance	78	97	19
Food Deliveries	254	414	160
New Clients	73	96	23

2010

Checking back after July in 2010 the year-to-year comparisons for 2009 and 2010 for seven months looked like this:

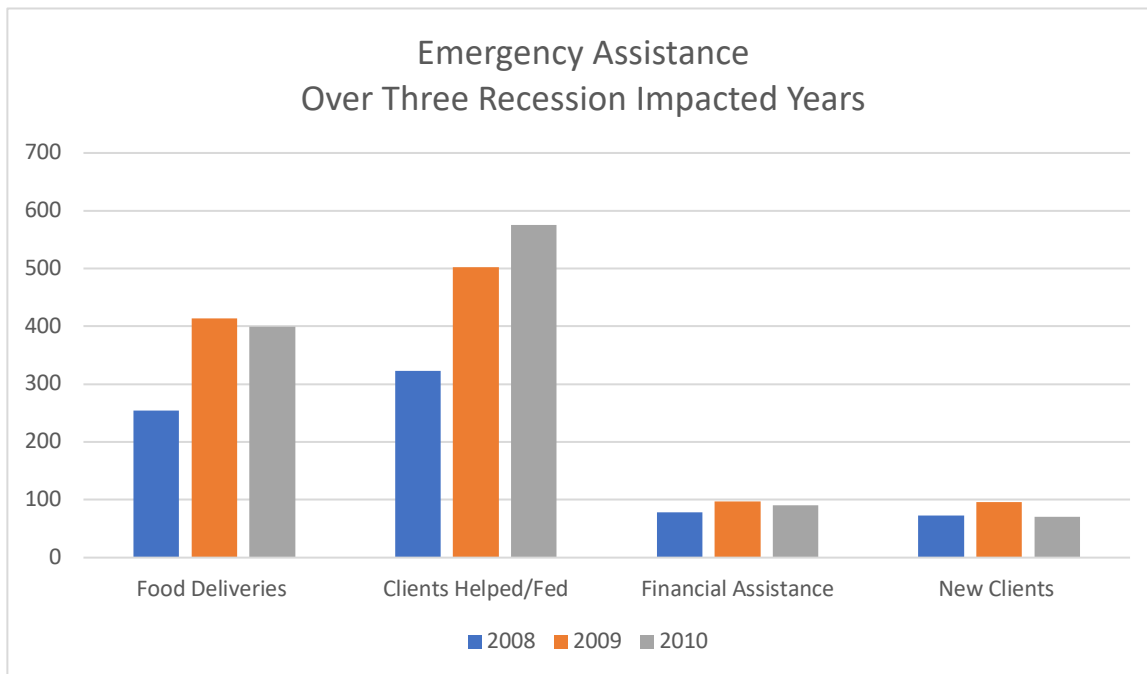
<b>Category</b>	<b>Jan-July 2009</b>	<b>Jan-July 2010</b>
Food Deliveries	222	204
Number of Clients Fed	576	535
Financial Assistance	52	48
New Clients	49	38

Despite the appearance of fewer 2010 requests in seven months than the huge increase in 2009, the numbers are greater in 2010 than at the beginning of the recession in 2008.

However, in August 2010 the numbers began to rise again.

Forty home deliveries of food fed 118 persons; nine new clients requested assistance, and fifteen clients were awarded financial assistance with their bills for CL&P, car insurance, dental fees, and rent. Then suddenly September had the highest count ever since monthly totals were being tracked in 2003, at 52 deliveries feeding 140 persons. Seven new clients were added, and nine families received financial assistance with rent, or fuel, or electricity. October saw 45 food deliveries for 115 persons and six clients received financial assistance for home heating oil, telephone, and car repair bills. There were 5 new clients. November posted an intriguing rise in deliveries (30) but a decline in persons served (70). There were six new clients and six clients received financial help with rent, CL&P bills, and medical expenses.

By the end of 2010 the numbers leveled out some. Year over year, for the three recession years of hardship, Care & Share’s Emergency Assistance made total food deliveries in 2010 that amounted to 399, contrasted with the historic 414 in 2009 and 254 in 2008.



Numbers and columns and graphs are the things of statistics. Phone calls and cans of food and plastic cards for Stop & Shop fresh produce, and a person alone or persons together around a dinner table, these are what the numbers are a stand-in for. But an integer does not feel hunger, or the cold, or worry about being put out on the street or living in a shelter with a blanket on a toddlers' shoulders.

The Care & Share mission of neighbors-helping-neighbors continued into the second decade of the unsettled century. *The Connecticut Mirror*, a non-profit news source recapped 2011 with words like “paltry” job growth and “longer term increase in incidence of poverty,” public sector employment “hamstringing” the state economically, and income disparity for those holding onto jobs reflecting the anxiety and anger of the Occupy movement in Hartford. While it appeared the recovery was underway, lagging behind the rest of the nation by several months, Connecticut certainly had its measure of heartache and distress among its citizens. Fortunately, Care & Share continued to receive the support of families, businesses, organizations, and churches in East Lyme and Salem. Because as the statistics bore out the need for that support remained. Whether it was since more persons were living dark days, or because Care & Share was an increasingly recognized and sought after beacon of hope, the phones kept ringing for Emergency Assistance.

### Emergency Assistance for first quarter 2011

The numbers each month were straightforward. In January 2011 C&S made 39 deliveries feeding 98 people, while 7 clients had C&S make direct-to-vendor payments toward rent, home electric/fuel bills water bills, car insurance, car payment, and gas cards. Six new clients came forward.

The next month was shorter in days but not in need, as 30 deliveries by C&S volunteers driving to callers' homes fed 86 people. Eight clients got financial assistance with rent, home electric/fuel bills, water bills, car insurance, car payment, and gas cards. Another six new clients were served.

And amid March 2011's lions and lambs, there were 42 deliveries feeding 120 people. Seven clients benefited from financial assistance and there were 7 new clients added to C&S rolls that quarter-ending month.

All told, the first quarter of 2011 year-to-date against the same quarter in the prior year of 2010, registered increases. There were 17 more food deliveries feeding 64 more people, 3 more clients received financial assistance, and within that assistance \$1,100 more was awarded – with rent the greatest life-sustaining assistance provided.

The second quarter saw no relief of the increasing pressure on Care & Share's clients, nor on Care & Share as an organization, itself. In April of 2011, 27 food deliveries fed 80 persons and 8 clients were awarded financial assistance to help with rent, electric and fuel bills. There were 4 new clients. By May, another 43 deliveries fed 128 persons, with seven new clients added. Two clients were awarded financial assistance to pay for electricity and home heating oil. June's 50 food deliveries feeding 131 persons boosted the half year total to 231, 59 more deliveries than in the prior year's first half. In June there were 7 new clients; 5 clients were awarded financial assistance.

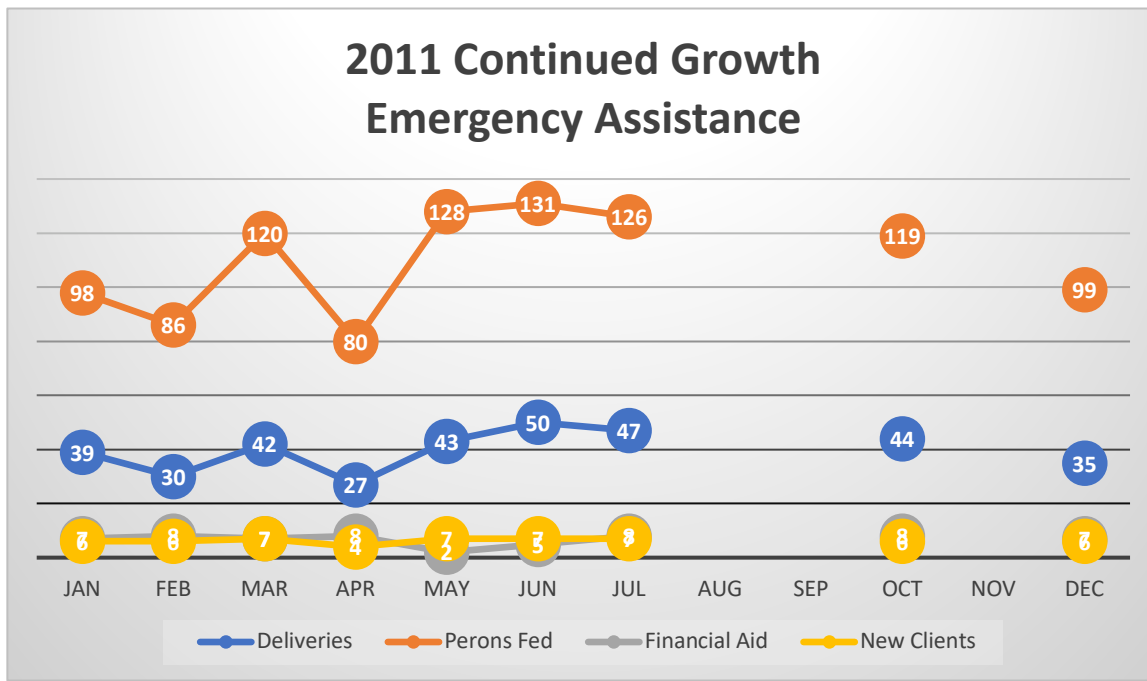
Kay Martin, C&S Emergency Assistance coordinator, indicated that, as was the case for several other C&S program services, 2011 marked a time that several long-time volunteers were moving away or becoming unable to continue driving and making deliveries. Nonetheless, drivers still made 47 deliveries in July to feed 126 persons. Care & Share was being sustained by the generosity of its donors and contributors. But it was evident that little by little, the ranks of its volunteers were going to need revitalization.

After seven months in 2011, 74 more deliveries were made relative to 2010. Seven new clients asked for assistance and 8 clients were awarded financial assistance for payments toward utility bills, car repairs, prescription co-pays, as well as gift cards for purchasing gasoline.

In October of 2011, C&S made 44 emergency food deliveries that fed 119 people. Six new clients applied, and eight families received, financial assistance toward rent, electric and fuel bills. At 432 deliveries in ten months, 2011 had 33 deliveries more than all of 2010.

In December, in addition to all the holiday efforts on behalf of regular clients, Care & Share volunteers still drove from one end of town to another making 35 food deliveries that fed 99 persons. There were six new clients, and seven clients were awarded financial assistance toward rent or home heating oil.

Even a somewhat incomplete chart illustrates a significant pattern of need and response for Emergency Assistance over the months of 2011. On the chart, new clients and financial need shadow each other closely. At the half year mark, deliveries were already increased by 33%. After ten months the increase was already almost 13% higher than for the twelve months of 2010.



The sourcing and re-sourcing of the recipient pool of families / persons eligible for Emergency Assistance is so structured that it is intended to be a non-recurring, once-a-year award of assistance. Care & Share’s recurring distribution of food by the twenty-first century was done for clients on a more-or-less monthly cycle.

So, the staggering human profile of Emergency Assistance portrayed in these charts suggests, that even if a particular person qualified three times in three years, hundreds of persons a year—and over one thousand persons in 2011—were fed by C&S on an emergency basis, meaning they had insufficient resources on hand to be able to wait to get a monthly delivery of food from Care & Share.

Even with a transient southeastern Connecticut population through those trying years of 2008-2011, and temporary requests due to unemployment gaps, it also is reasonable to expect, based on the experience of Care & Share over the years, that a significant proportion of the 350 or so new clients listed during the four recession years remained dependent monthly as recurring clients for some period of time.

### Designated Assistance

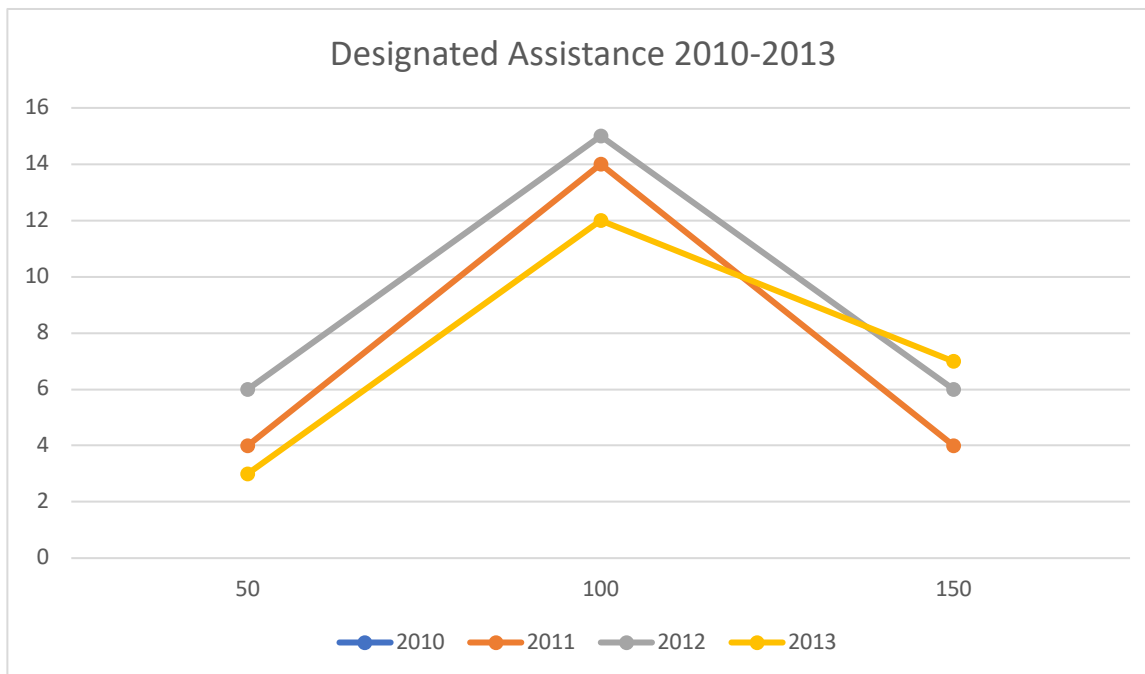
Another portrait of Care & Share clients drawn up annually was Designated Assistance. Originally brought about in response to specific requests over the early years, the operating leadership soon conceived of a more orderly and structured manner to offer consideration of on-going needs indicated by a client. Designated assistance came to be a budgeted and planned method to underwrite part of a certain number of family/client financial necessities for the period of one year. Clients made known their needs by way of various application procedures developed over time. Care & Share volunteers working on specific financial aspects of the organization came together to review the applications and choose whom they thought were the most suitable recipients for the coming year to be so designated. A stalwart feature of Designated Assistance was that Care & Share would provide funds directly to vendors, on behalf of the client. There were to be no payments made to the client/family by Care & Share. For example, a named landlord would get a C&S check to put toward rent, or a C&S deposit into a utility company's account for the client was set up for twelve months of the awarded year.

A four-year span surrounding to the opening of the Roxbury Road Pantry site demonstrates the program. The committee working on Designated Assistance reported to the C&S Board that 39 applications were received for 2010, of which 22 were approved to be awarded \$50, \$100, or \$150 monthly toward rent (6) or CL&P bills (16). Money was then arranged to be sent directly to the client accounts with landlords or the utility. (The number of clients receiving each amount is not available in the accessible records, and when discovered the blue line can be drawn into the chart on next page).

For the 2011 Designated Assistance there were 46 applicants, from among whom 22 were selected: 4 were awarded \$50 monthly, 14 were awarded \$100 a month, and 4 received the maximum \$150 per month. Awards went toward rent, home electric and heating fuel bills.

As 2011 came to a close, looking forward to 2012 Designated Assistance, the C&S committee and responders chose 25 of 48 applicants (from among 80 request forms) to have a payment made to their account at CL&P or fuel oil company or landlord for rent. Based on their needs as assessed by the Committee and Responders, 4 clients were awarded \$150 a month, 15 clients were awarded \$100 monthly, and the remaining 6 clients were credited with \$50 per month.

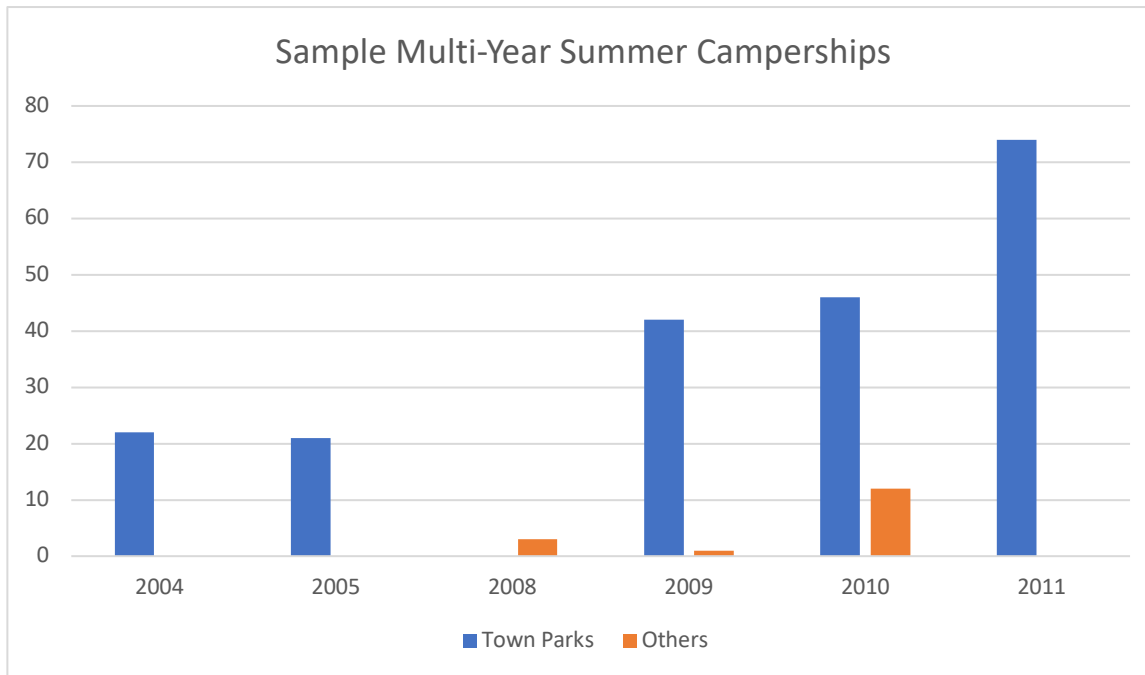
And in the following December, the 2013 Designated Assistance package announced by the committee and Responders at the general membership meeting was for 22 clients, with values of \$150 per month for 7 clients, \$100 monthly for 12 clients, and \$ 50 each month for 3 clients. CL&P bills were designated for 11, rent for 8, and home heating fuel for 3.



Axes Legend: Vertical – Recipient numbers. Horizontal – Monthly amounts  
 Line Legend: Blue 2010 (not available) Orange 2011 Grey 2012 Yellow 2013.

## Camperships & Scholarships

Summer campers at town parks featured lunches. Some other camps run by separate entities did so also. Care & Share's mission to provide food for families led to supporting attendance for summer activity to assist families with working parents or younger siblings all at home with school out of session.



### *Details*

#### 2004 Campership / Scholarship summary report

22 Summer camperships  
10 College Scholarships totaling \$ 7,500

#### 2005 Campership / Scholarship summary report

21 Camperships for over \$ 3,000  
13 college scholarships \$ 7,500  
(One of the scholarships was given in the name of Betty Purvis, the first recipient of the C&S Service Recognition Program).

### 2006 Scholarship summary report

20 Camperships for \$ 2,400  
8 college scholarships for \$ 5,000  
2 for \$ 3,000 each, 1 for \$ 2,000, 2 for \$1,000 apiece

### 2008 Scholarship summary report

5 college scholarships for \$ 10,000  
2 for \$ 3,000 each, 1 for \$ 2,000, 2 for \$1,000 apiece

### 2009 Campership / Scholarship summary report

Funds were provided for 42 youngsters, including computer access for learning at home for a wheelchair bound student unable to afford transportation to camp.

Scholarships totaling \$ 10,000 given to 8 collegians.  
2 for \$ 2,000 each, 6 for \$1,000 apiece

### 2010 camperships and scholarships

58 children to camps.

- 46 Parks and Rec 8:30 to 1:00 entire summer (w/school & reduced lunch program – helps boost numbers)
- 1 Bushy Hill Nature Center – Eunice Logozzo fund
- 2 4-H Camp scholarships
- 5 Salem Summer Camp program
- Niantic Bay Yacht Club – 1 student started;  
3 continuing from earlier years

### College Scholarships

6 students \$ 12,000

## 2011 camperships and scholarships

74 children to camps

Parks and Rec 8:30 to 1:00 entire summer  
 (Numbers boosted again year-to-date, stretching the impact  
 Of the C&S camperships, due to free or reduced-cost lunches  
 due to generosity of Parks & Rec and EL All Star Sports School )

### College Scholarships

3 students \$ 3,000 each

3 students \$ 2,000 each

The Committee was pleased to announce that one student qualified and received one of the C&S scholarships in each of his 4 college years.

### College Scholarships

Year	Students	Total Budget			
2004	10	\$ 7,500			
2005	13	\$ 7,500			
2006	8	\$ 5,000			
2008	5	\$ 10,000	2 @ \$3,000	1@ \$2,000	2@ \$1,000
2009	8	\$ 10,000	2@ \$2,000		6@ \$1,000
2010	6	\$ 12,000			
2011	6	\$ 15,000	3 @ \$3,000	3@ \$2,000	

## Family Affair

In one instance of which committee head, former president, and C&S historian Angie McLean recalled proudly, collegiate support through scholarships became a family affair. “We took care of families back then. We followed up on recipients and with their progress over the years. One family’s son graduated from college with multiple years of scholarships from C&S lightening the family’s load. Then his mom graduated from college as well. It was very gratifying.”

## Threshold Reporting

In the Spring of 2008, the Care & Share Treasurer, Donna Butler reported two related items. One had become common over the years. But the other was astounding.

- As expected, the annual federal tax reporting for the non-profit was successfully filed.
- But amazingly enough, 2008 marked the first year that Care & Share was required to register and file with Connecticut State Public Charities—because for the first time, in its almost twenty-year history, Care & Share was the recipient of funding of over \$ 50,000.